



NEW ZEALAND
COLLEGE OF
CHIROPRACTIC

graduating hands, hearts & minds

Student Handbook 2024

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About the New Zealand College of Chiropractic and Student Handbooks

The New Zealand College of Chiropractic (the College) is renowned for its commitment to the principles of chiropractic and its family culture. It has a strong history of community and profession involvement and actively contributes to the profession both in New Zealand and internationally.

The report of the Commission of Inquiry on Chiropractic in New Zealand (1979) was a landmark report that explored the role of chiropractic within New Zealand's healthcare system and was in part a catalyst, along with New Zealand chiropractors, to create a chiropractic college. The New Zealand Chiropractors' Association (NZCA) established the College in 1994 as the New Zealand School of Chiropractic.

In 1999, ownership of the school was transferred to the New Zealand Chiropractic Education Trust Board and the school was later renamed the New Zealand College of Chiropractic.

Chiropractic has been practised in New Zealand for over a century. It is a well-established profession that makes a substantial contribution to the primary healthcare system of New Zealand. The College is also an active contributor to the New Zealand tertiary education system and meets the increasing demand for qualified chiropractors.

The College has become a well-established tertiary education facility with an international reputation for its excellent educational and research programmes.

The College has received the highest accreditation from the CCEA (Council on Chiropractic Education Australasia). This accreditation allows graduates to practise chiropractic. The NZQA (New Zealand Qualifications Authority) has issued the College a Category 1 accreditation rating, the highest possible. Accreditation from the NZQA allows the College to award the Bachelor of Chiropractic degree.

The Centre for Chiropractic Research produces cutting-edge research, which has established the College as a global leader in chiropractic research and publications.

Graduates from the five-year Bachelor of Chiropractic programme (which includes the one-year pre-chiropractic programme) are market ready chiropractors skilled in vertebral subluxation analysis and chiropractic techniques. They enter employment immediately after graduation, and the degree is recognised by the New Zealand Chiropractic Board (NZCB) for registration in New Zealand, as well as by chiropractic boards from around the world. Graduates are either employed as associates or locums, establish their practices or further their studies in research.

Student Handbooks

There are various handbooks that guide the student's journey through their study years. The Student Handbook summarises the policies and processes that govern the programme and details student services. The Student Handbook is available on the website *chiropractic.ac.nz* and the Student Drive. A hard copy is kept in the Library and at Reception. The Student Handbook is updated each year and is valid for the academic year that is stated on the front cover. The College has the right to update the Student Handbook throughout the year. Students are notified of changes via the College student email system. The Vice President Academics is responsible for the Student Handbook content and notifying students of changes.

The Chiropractic Centre Student Handbook is specifically orientated to Chiropractic Practice with an emphasis on students in Years 3 and 4 in the Chiropractic Centre. The Head of Department Chiropractic Centre is responsible for the Chiropractic Centre Student Handbook content and notifying students of changes.

The Research Handbook is specifically orientated to students who are undertaking research. The Vice President Research is responsible for the Research Handbook.

It is each student's responsibility to understand the policies and rules that guide their studies at the College.

1.0 THE BACHELOR OF CHIROPRACTIC

1.1 The Curriculum Model

The Curriculum Model followed by the College is based on the model defined by the New Zealand Qualifications Authority (NZQA) for degrees and degree-related programmes. This model adopts a commitment to openness and clarity of learning targets and assessment standards.

The NZQA defines a bachelor's degree as:

“A systematic and coherent introduction to the knowledge, ideas and principles, concepts, chief research methods and problem-solving techniques of a recognised major subject (or subjects, in the case of a double degree or a double major). It requires meeting specified requirements, as set down in the relevant degree regulations, and involves at least one sequential study programme in which content is progressively developed to the point where a candidate is prepared for postgraduate study and supervised research. It prepares a candidate for advanced study as well as directed research and scholarship in the major subject(s) of the degree.”

As a professional degree, the New Zealand College of Chiropractic curriculum focuses on preparing students to practise as a Chiropractor.

Outcomes:

A graduate of a bachelor's degree can:

- Demonstrate knowledge and skills related to the ideas, principles, concepts, chief research methods and problem-solving techniques of a recognised major subject (or subjects, in the case of a double degree or a double major);
- Demonstrate the skills needed to acquire, understand and assess information from a range of sources;
- Demonstrate intellectual independence, critical thinking and analytic rigour;
- Engage in self-directed learning;
- Demonstrate communication and collaborative skills.

1.2 Graduate Profile

The Bachelor of Chiropractic programme aims to develop in graduates a critical knowledge and understanding of chiropractic practice by offering students opportunities to study and reflect upon a range of specialised chiropractic techniques and chiropractic philosophy.

Graduates are well placed to make significant contributions to the profession as leaders and in philanthropic support.

Specifically, graduates:

- Demonstrate Chiropractic excellence in all aspects of chiropractic care and with an evidence-informed, public safety and patient care focus;
- Are professional in everything they do;
- Eloquenty communicate and demonstrate the principles of chiropractic and contribute to the health of their communities;
- Have a high degree of emotional intelligence and resilience;
- Commit to continuous personal and professional development;
- Willingly collaborate to achieve the best outcomes.

1.3 Programme/Curriculum Structure

The Bachelor of Chiropractic is a 480-credit degree (with an additional 120 credits in prerequisite courses in basic sciences and electives).

The degree includes:

- Course work;
- Practical work;
- A Chiropractic Centre Entrance Examination;
- Chiropractic practice (internship).

The Bachelor of Chiropractic degree consists of a combination of credit courses organised into two semesters per year over five years of full-time study at the College.

The Bachelor of Chiropractic degree is a five-year programme, including an internship in the last two years in the Chiropractic Centre.

Prerequisite course study for entry into the College is one year of full-time basic health science study at an NZQA tertiary level 5 and is one of the mandatory requirements to be admitted to the College. The prerequisite year can be undertaken at the College's preferred provider or at any university that offers the appropriate courses with prior approval from the College.

The preferred provider of the prerequisite programme is the Diploma in Applied Science Pre-chiropractic Pathway at Auckland University of Technology (AUT). Applicants must complete the requirements of the Diploma in Applied Science as prescribed by AUT. This includes specific courses for electives and a strong recommendation to complete Chemistry prior to enrolling in Biological Chemistry.

Prospective students **should** apply to the New Zealand College of Chiropractic **before** starting prerequisite courses to ensure the courses meet the College's prerequisite criteria.

Applicants who are applying to AUT must apply to the College **first** and receive a letter of intent. This letter must be included with the application to AUT's Pre-Chiropractic Pathway programme.

Prerequisite studies required for entry into the New Zealand College of Chiropractic include:	
Human Anatomy and Physiology	30 Credits
Biological Chemistry	15 Credits
Microbiology	15 Credits
Biophysics	15 Credits
Electives	45 Credits

If an applicant has completed prerequisite study before applying to the College and would like their previous study assessed, the applicant must first apply to the College. The College will not assess the prerequisite study if the prospective student has not applied.

The following table outlines the guideline for applicants to the College of how and when Recognition of Prior Learning (RPL) may be applied for through the Admissions Office.

Timeframe prerequisite courses completed	Guidelines and Conditions
Up to five years before the enrolment year	Applicant may apply for RPL credit.
Six to ten years before the enrolment year	Applicant must have been working or studying in the prerequisites related field of study in the last 5 years before the College enrolment year and may need to pass a competency exam for each course that does not directly qualify for RPL credit.
Over ten years before the enrolment year	Applicant must have been working or studying in the prerequisites related field of study in the last 5 years before the College enrolment year and must pass a competency exam for each course that does not directly qualify for the RPL process.

If an applicant's university is not recognised by NZQA the applicant will be responsible for undertaking an International Qualification Assessment (IQA) at the applicant's expense.

1.3.1 Bachelor of Chiropractic Curriculum

		Course Code	Course Name
Year 1 (Foundation)	Semester 1	Year 1, Semester 1, 2024	
		1LIFESCI1	Life Science 1
		1HUMBIO1	Human Biology 1
		1CHIROFND1	Chiropractic Foundation 1
		1KNOWMAN	Knowledge Management
	Semester 2	Year 1, Semester 2, 2024	
		1LIFESCI2	Life Science 2
		1HUMBIO2	Human Biology 2
		1BIOMECP	Biomechanical Principles
		1CHIROFND2	Chiropractic Foundations 2
Year 2	Semester 1	Year 2, Semester 1, 2024	
		1AXANAT1	Axial Anatomy
		1PHIL1	Philosophy of Chiropractic 1: Introduction
		1BIOMECP	Biomechanics
		1TECH1	Technique 1
		1CHIROSCI1	Chiropractic Science 1
		1PATHPHYS1	Pathophysiology 1
	Semester 2	Year 2, Semester 2, 2024	
		1APPANAT	Appendicular Anatomy
		1PHIL2	Philosophy of Chiropractic 2: Introduction cont'd
		1NEUROBIO1	Neurobiology 1
		1TECH2	Technique 2
		1PROFPRAC1	Professional Practice 1: Culture and Belonging
		1PATHPHYS2	Pathophysiology 2
Year 3	Semester 1	Year 3, Semester 1, 2024	
		1NEURO2	Neuroscience 2
		1PATHPHYS3	Pathophysiology 3
		1PHIL3	Philosophy of Chiropractic 3: Integration of Philosophy & Practice
		1INTCP1	Introduction to Chiropractic Practice 1
		1PSYCH1	Psychology: Human Behaviour
		1RADPHYS	Radiography - Physics
		1TECH3	Technique 3
	Semester 2	Year 3, Semester 2, 2024	
		1CHIROSCI2	Chiropractic Science 2
		1IMG1	Imaging 1
		1INTCP2	Introduction to Chiropractic Practice 2
		1NMSI	Neuromusculoskeletal Integration
		1PHIL4	Philosophy of Chiropractic 4

		1TECH4	Technique 4
Year 4	Semester 1	Year 4, Semester 1, 2024	
		2IMG2	Imaging 2
		2CHIROINTG1	Chiropractic Integration 1
		2CHIROPRAC1	Chiropractic Practice 1
		2PROFPRAC2	Professional Practice 2 – Business Marketing
		2TECH5	Technique 5
	Semester 2	Year 4, Semester 2, 2024	
		2IMG3	Imaging 3
		2CHIROINTG2	Chiropractic Integration 2
		2CHIROPRAC2	Chiropractic Practice 2
		2SPCHIRO	Special Population Chiropractic
		2TECH6	Technique 6
Year 5	Semester 1	Year 5, Semester 1, 2024	
		2DI4	Diagnostic Imaging 4
		2SPCHIRO2	Special Population Chiropractic - Elderly
		2CHIROPRAC3	Chiropractic Practice 3
		2PHIL4	Philosophy Chiropractic 4 – Advanced concepts and current issues
		2CHIROMAN2	Chiropractic Management 2
		2LABDIAG	Lab Diagnosis
		2PHARM	Pharmacology
	Semester 2	Year 5, Semester 2, 2024	
		2PROFBUS2	Professional Practice Business Management 2
		2CHIROMAS	Chiropractic Mastery
		2ADCHIRO	Advanced Chiropractic*
		2CHIROPRAC4	Chiropractic Practice 4

*Advanced Chiropractic (ADCHIRO) is a course in which students pick an advanced technique or research course from 5 options: Network Spinal, Sacro-occipital Technique, Thompsons Terminal Point Technique, Advanced Gonstead, or Research.

Course outlines are provided to students at the beginning of each course.

2.0 STUDYING AT THE COLLEGE

2.1 Admissions

The Admissions Committee, a sub-committee of the Academic Board, sets policies and grants admission to the College.

2.1.1 Application and Application Fee

Applicants intending to study at the College must submit a completed application. The application fee is \$300 and is not refundable even if an applicant is not accepted or changes their mind. Applicants must also submit an essay, participate in up to two interviews, and submit official transcripts of all completed and required prerequisite courses as determined by the College.

The College accepts applications year-round, however, it reserves the right to close applications without notice.

2.1.2 Enrolment Offers

The timetable for enrolment offers set out below is a guide and is subject to change based on when prerequisite courses finish and when the College opens enrolment. The College determines when enrolment is offered.

International Enrolment:

Enrolment may be offered to approved applicants throughout the year who have completed and met all admissions requirements. The College recognises that international students need confirmed admission in time for visa applications.

Domestic Enrolment (November to December):

Enrolment may be offered to approved applicants who have completed and met all admissions requirements. The College recognises that for many students rank scores and/or official transcripts may not be available by the November due date. If official transcripts have not been provided, the enrolment offer will be conditional on the provision of official transcripts by the due date.

General Enrolment (January):

Enrolment may be offered to approved applicants who have completed and met all admissions requirements based on available places.

There are limited spaces available for applicants. There is no guarantee that an applicant will be offered enrolment. The Admissions Committee determines who receives an enrolment offer based on admissions and enrolment criteria that include:

- completion of and academic achievement in prerequisite courses;
- essay score;
- interview/s score.

If an applicant has been declined enrolment, they may reapply by starting the application process again in the following year. All fees associated with the application process would apply. The decision to offer enrolment to an applicant is final. There is no appeal.

If an applicant has been offered conditional enrolment they must meet the conditions to be able to be admitted or remain enrolled. If the conditions are not met, the College may void the enrolment.

Refer to Conditional Admissions in this Student Handbook for students who are offered admissions but have certain conditions that relate to their admissions.

International applicants must meet additional conditions of enrolment that include a student visa, health and travel insurance from an approved provider, and English language competence (refer to English Language Competence in this Student Handbook).

The College is a signatory to the Code of Practice for Pastoral Care. Refer to the international student attendance requirement to understand attendance rules and the requirement of all

international students to be issued a student visa to study at the College. Standard refund policies apply if a student is denied a student visa.

2.1.3 Enrolment Deposit

Applicants who accept the offer of enrolment must pay an enrolment deposit to hold their place. Refer to Enrolment Deposit Refund Policy for enrolment deposit amount and refund policies. This payment is due at the time the applicant accepts the enrolment offer.

2.1.4 Minimum Age

International students must be 18 years of age or older at the time of the College course/s start date. There is an exemption process available for students who will turn 18 near the start of the year. Contact the Admissions team to apply for an exemption.

2.1.5 Withdrawing an Application or Enrolment for a New Student

If a new student wishes to withdraw before the course start date, they should contact the Admissions Office. The Enrolment Deposit Refund Policy applies.

If a student wishes to withdraw or defer after the course start date, they must defer or withdraw through the Vice President Academics. The Tuition Refund Policy applies.

2.1.5.1 Withdrawing an Application for Admission

An applicant should contact the Admissions Office in writing. The application fee is non-refundable.

If the applicant would like to be considered for future enrolment, they should state the next academic year they wish to apply to attend. In most cases, the admissions information will be able to be transferred. The applicant must meet the admissions requirement for the year they are applying to attend. The application fee can transfer.

2.1.5.2 Withdrawing or Declining an Enrolment Offer

If an applicant has received an enrolment offer or submitted an Enrolment Form and would like to decline the offer or withdraw the Enrolment Form before the course start date, they must contact the Admissions Office in writing. The enrolment offer will be considered void. Applicants can be considered for future offers of enrolment. However, there is no guarantee that enrolment will be offered.

The application fee is non-refundable. The Enrolment Deposit Refund Policy applies.

2.1.6 Incompletion of Year 13

Applicants using the alternative pathway of AUT for entry who apply without the intention of completing Year 13, must also include with their application a reference letter from a senior school official from their secondary school. This letter must attest the applicant's ability to study at NZQA Level 5.

2.1.7 Meeting Satisfactory Academic Progress for Prerequisite Courses

All applicants must show evidence of meeting Satisfactory Academic Progress for prerequisite and Recognition of Prior Learning courses through official course transcripts (also known as a record of learning).

As a general rule, the College does not offer enrolment to applicants who have not met Standard Academic Progress in their previous study or have been Academically Dismissed from a previous institution.

2.1.8 Admissions for Transfer Students and/or Chiropractors

The College accepts applications from students who have previously studied chiropractic at a university level or who have graduated from a chiropractic-based tertiary institution.

Applicants must:

- meet all admissions requirements including completion of prerequisite courses; and
- meet all required graduate outcomes and competencies required for all graduates of the College.

Transfer students may apply for Recognition of Prior Learning once they have completed the Admissions process. It is recommended transfer students refer to the Recognition of Prior Learning Policy in this Student Handbook before applying. The Vice President Academics approves the Recognition of Prior Learning credits and the study programme for all transfer students.

There is a minimum study period of two years (four semesters). The College does not accept mid-year enrolment.

Enrolment offers will only be made if space is available.

2.2 Study Commitment

Study at the College requires the investment of considerable time beyond formal class and Chiropractic Centre time. Each course is allocated a number of credits, which indicates the expected learning commitment. One (1) credit indicates a learning commitment of at least 10 hours. This includes any scheduled class time.

A full-time workload (120 credits per year) will involve an average of 15-25 hours per week of class and Chiropractic Centre time. Successful study will require a further 20-25 hours per week of independent study.

Approval from the Academic Board is required for any student enrolment in a study programme of more than 120 credits in any one year. A maximum of one course per semester on top of the normal study workload of 60 credits per semester can be approved. This is to ensure that students are able to manage their studies. If a student wishes to make this request they will need to meet with the Vice President Academics to discuss it before submitting a written application to the Academic Board.

2.3 Course Outlines

Course outlines are developed by the College and approved by the Programme Committee, a sub-committee of the Academic Board. Course outlines guide the development, delivery and assessment of each course. Lecturers contribute to the development, evaluation and review of course outlines. In the first week of each semester, Lecturers provide students with a course outline that includes the timetable and assessment schedule for the course. This is an important document and students should refer to it regularly throughout the semester to keep up with their assessments and learning. These are also available online on the Student Drive.

Course outlines include:

- Course title, code, credit rating;
- Aim;
- Graduate outcomes;
- Assessment tasks, including weightings, dates due;
- Assessment standards;
- Any specific requirements including texts;
- List of recommended references and learning resources;
- A statement determining whether the course is a practical or technique course.

2.4 Course Delivery

Each course is allocated to a Lecturer who has primary responsibility for determining and implementing the methodology for delivery of the course, in consultation with the relevant Course Coordinator, Head of Department, Associate Dean, or Vice President Academics.

Where a course has different sub-sets, two or more Lecturers may share the delivery. In this case, the Course Coordinator will have the coordinating role so that the preparation and delivery of the course is well-balanced and documents provided to students incorporate all necessary material.

Course planning and delivery include:

- Practice related examples;
- Case study analysis;
- Current journal article analysis;
- Project and portfolio development;
- Research used where possible to develop student critical thinking and problem-solving skills.

Lecturers present each class with a course outline this gives an overview of the aim of the class and how this contributes to the learning outcomes. It explains learning, assessment and requirements of the course.

2.5 Class Schedules

Scheduled classes are outlined on the timetable for each semester. Class duration is either 50 minutes, 1hr 20 minutes or 1hr 50 minutes (commencing at the allocated time and allowing 10 minutes before the next class).

2.6 Student Attendance

Attendance Requirement for All Students

Notwithstanding the international student attendance requirement, attendance of 90% is required in all technique and practical courses and 75% attendance in all other courses is required. Students who do not meet the required attendance requirements will not be considered for any special dispensation. The Vice President Academics determines whether a course is technique or practical and this information is included in the course outline.

Students who arrive after the Lecturer takes the roll or leave class early will be marked absent unless the student reports to the Lecturer to be marked late rather than absent. Reporting to the Lecturer is the student's responsibility. It is the prerogative of the Lecturer to take attendance again after a break and mark students late if they leave during the break without permission. Three late recordings are counted as one absence.

Excused Absence

Students are eligible for an Excused Absence if they provide a certificate from a licensed healthcare provider for the date/s of their absence. There can be no family relationship with the party issuing the certificate. Any certificate provided where there is a conflict of interest will be voided.

The certificate must be provided to the Academic Assistant within two (2) working days of the date the student returns to the College following their absence. The certificate must explicitly state that the student was unable to attend a class or classes on the date or dates of the absence. The certificate will only be valid for the class or classes missed on the date or dates listed on the certificate. Certificates must have the practice or business name and address, Chiropractor or Doctor's name and signature. Chiropractic Centre and Wellness Certificates are issued by authorised staff in the Chiropractic Centre and through the College counselling service. Students may also apply for an Excused Absence in the case of a serious illness of a close family member if they provide the same evidence.

advance when representing at a national or international sporting or other event or in the case of bereavement or. Evidence is required and the Excused Absence must be applied for through the Associate Dean of Academics before the actual absence.

Complete the Application for Excused Absence form and attach the evidence. The application and the evidence can be emailed to attendance@nzchiro.co.nz or handed in at Reception. All communication about an Excused Absence should be sent to attendance@nzchiro.co.nz

An Excused Absence will not be counted against the student in determining whether to grant a dispensation as long as the student has attended at least 60% of the course.

Fraudulence or obtaining a certificate under false pretences is considered a serious offence.

Notified Absence

A Notified Absence is when a student chooses not to attend a class. The student must notify the College by emailing the Academic Assistant through the attendance email attendance@nzchiro.co.nz

Notified Absences are counted as an absence when determining whether to award a dispensation.

International Student Attendance Requirement

The College is a signatory to the Code of Practice for Pastoral Care of International Students. It is a requirement that the College is aware of the location of all international students.

Therefore, 100% attendance is mandatory for all international students. Any absence must be explained as either an Excused or Notified Absence.

The College is required by Immigration New Zealand to report any unexplained absence of an international student. This may affect the student's visa and Immigration New Zealand may withdraw or withhold approval for a student visa. International students must have an appropriate student visa to be eligible to enroll. If an enrolled student has their student visa withdrawn, they will also be withdrawn from the College. If this situation were to occur the Refund Policy will apply. The College accepts both Excused and Notified Absences for visa purposes. Any unexplained absence will be reported to Immigration New Zealand.

Chiropractic Centre Attendance Requirement

Students enrolled in any Chiropractic Practice course should refer to the Chiropractic Centre Student Handbook for attendance requirements, absence and related procedures.

2.7 Granting of Credits

Credits are granted to students after the Course Coordinator and the Ratification Committee confirm the Lecturer's assessments. The Ratification Committee is a sub-committee of the Academic Board.

The Academic Board is responsible for determining if a student has accumulated the required number and level of credits, and if the programme requirements have been fulfilled.

Notwithstanding the above, credits may be granted by the Academic Board in accordance with the following:

- Credits may be awarded by credit transfer and/or Recognition of Prior Learning (RPL) credit;
- Credit transfer/RPL credit is awarded to whole courses only.

2.7.1 Credit Transfer and Recognition of Prior Learning (RPL) Credit

Credit transfer is the granting of credit in recognition of a student's prior formal education and must be supported by an official transcript that includes a pass in an equivalent course at the appropriate level.

Recognition of Prior Learning (RPL) credit is the academic credit granted following a prior learning assessment in respect of prior learning based on life experience, work experience, informal education/training and/or formal education/training. The assessment by the College will determine the credit value.

Credit transfers and RPLs are considered for courses taught in Years One and Two of the Bachelor of Chiropractic degree. Credit transfers and RPLs are rarely given for courses in Years Three and Four, unless a student has a degree majoring in the course topic or its equivalent from an institution approved by the College.

For a credit transfer/RPL to be considered, a student must apply by submitting a completed form for Cross-Credit/Recognition of Prior Learning by the due date. The due date is five (5) working days from the start date of the course for which the student is intending to apply for a credit transfer/RPL. No credit transfer/RPL application will be accepted after the due date. If the student does not include all required information, the application will not be approved, and the due date will not be extended.

Students must be enrolled in the course to be able to apply for an RPL. An application for an RPL will be declined if the student is not enrolled in the course at the time of the application.

For a credit transfer/RPL to be considered, a student must have gained a minimum of a pass grade and received credit for the course, as determined by the granting institution.

A \$75 processing fee will be charged for each course application, with a maximum fee of \$1,500 for multiple course applications.

All approved credit transfers/RPLs will be noted in the student's academic record as 'RPL'.

No more than 50% of the programme can be cross-credited.

Recognition of Prior Learning and credit transfers will only be considered if the study was completed before admission to the College.

A course used for RPL credit may only be used once and is not able to be used for multiple RPL credits including courses used for prerequisite credits. Students are required to complete 600 credits to be eligible to graduate from the College which includes the prerequisite credits.

2.7.2 Competency Exam

In very special circumstances, the College will offer a competency exam to support a Recognition of Prior Learning application or to meet prerequisite and programme requirements.

Competency exams may be offered if there has been a significant gap since the previous study was undertaken, the previous study has been fragmented, and/or the applicant/student has recent work experience.

Applicants/students may not apply for a competency exam.

There is a \$100 fee per competency exam that must be paid before the exam date.

2.8 Programme Deferment

If a current student wishes to defer enrolment in the programme, they must apply by completing the Application to Defer or Withdraw form. The Vice President Academics can approve the deferment on behalf of the Academic Board. If the Vice President Academics rejects the deferment, the student may apply to withdraw from the programme. The effective date of the deferment is the date the student submits the Application for Withdrawal/Deferment form.

If a first-time student who has been offered and accepted enrolment wishes to withdraw prior to the semester start date they must contact Admissions to process their request. Refer to the Admissions policies and specifically the Policy relating to Withdrawing an Application or Enrolment for a New Student in Section 2.1 of this Student Handbook.

A student may defer their programme of study for up to two consecutive semesters. Any student deferring for more than two consecutive semesters must withdraw. A student who defers and does not return after two consecutive semesters will be considered a withdrawn student.

The student must not have any outstanding money owing to the College nor have any obligations outstanding to the Library, Chiropractic Centre or to any other College department. Any tuition fee refunded is subject to the Refund Policy. The Refund Policy also includes information about the grade the student receives in relation to the date of the deferment. Any refund due will be held until all outstanding obligations to the College are met.

The student must return their ID card within ten (10) days of the approval date to defer.

Immigration New Zealand will be informed within seven (7) days of the date of deferment of the status of an international student and it is likely that the student visa will be cancelled.

The student's Microsoft Office 365 account will be deleted after ten (10) days from the date of the deferment approval. It is the student's responsibility to remove their data before this date.

If a student does not re-enrol after two consecutive semesters, they will be withdrawn from the programme and subject to the Withdrawal Policy. The College will confirm in writing to the email address provided by the student at the time of deferment.

The Tuition Refund and Grade Policy applies to any student deferring.

2.8.1 Enrolment for a Student Returning after Deferment

A deferred student who has been absent from the College for no more than two consecutive semesters must meet with the Vice President Academics or the Registrar and complete an Enrolment Form at least fourteen (14) days before the semester start date to be considered for enrolment. The College is not obligated to accept enrolment from a student who does not meet this fourteen (14) day deadline.

Returning students must meet admissions requirements and may need remediation to reintegrate into the programme. Remediation can include competency exams, auditing courses and remedial sessions with faculty.

Returning International Students must contact the Admissions Office to ensure they meet all international student requirements before attending classes. International students must provide proof of a student visa and insurance to be enrolled and attend classes.

A deferred student who returns to the College may not be able to enrol in all required courses due to class size limits, and this may extend their study time. It is particularly relevant for students wishing to enrol in Chiropractic Practice courses.

If courses are full, the student will need to wait to enrol until a place is available in the course.

2.9 Programme Withdrawal

If a current student wishes to withdraw from the programme, they must apply to and meet with the Vice President Academics. The effective date of the withdrawal is the date the student submits the Application to Defer or Withdrawal form.

The student must not have any outstanding money owing to the College nor have any obligations outstanding to the Library, Chiropractic Centre or to any other College department. Any tuition fee refunded is subject to the Refund Policy. The Refund Policy also includes information about the grade the student receives in relation to the date of the withdrawal. Any refund due will be held until all outstanding obligations to the College are met. Any student withdrawal after 75% of the course start date will record an 'F' on their course transcript.

The student must return their ID card within ten (10) days of the withdrawal approval date.

For international students, Immigration New Zealand will be informed within seven (7) days of the date of withdrawal and the student visa will be cancelled.

The student's Microsoft Office 365 account will be deleted after ten (10) days from the date of the withdrawal approval. It is the student's responsibility to remove their data before this date.

A withdrawn student who wishes to return to study at the College must apply through the Admissions Office and meet all admissions requirements, including the application fee. There is no guarantee that the student application will be accepted.

Students who have withdrawn and have successfully been offered enrolment will have to apply for Recognition of Prior Learning credit for previous study. Recognition of Prior Learning credit may not be granted for technique courses, courses that have been significantly changed and chiropractic practice courses that have been previously completed. Recognition of Prior Learning application fees will be charged.

Refer to the Refund Policy for refunds and grades for a withdrawal.

2.9.1 Course Withdrawal

Students withdrawing from an individual course or courses apply to and meet with the Vice President Academics. The effective date of the withdrawal is the date the student submits the form or the date the form is completed by the Vice President Academics.

Refer to the Refund Policy for refund and grade information.

2.10 Progression through the Programme

Students must complete all prerequisite and Year 1 and 2 and 3 courses before they are eligible to enrol in any Year 4 or 5 courses.

Students must have a valid IELTS certificate where required. Refer to the English Language Competence Policy in this Student Handbook for requirements and more information.

All prerequisite courses and/or any other conditions that may be placed on a student by the Academic Board must be complied with before a student can advance to the next level/course.

Students are required to achieve Satisfactory Academic Progress. Refer to the Academic Warning and Academic Probation Policies for information regarding Unsatisfactory Academic Progress.

To be awarded the qualification, all course work, practical work and Chiropractic Centre requirements must be passed, and all obligations owed to the College including fees/charges must be met.

The programme is 6000 hours and calculated on a formula based on 1 credit = 10 student learning hours.

Students are allowed a maximum of six academic years (12 semesters) to complete the Bachelor of Chiropractic programme.

Recognition of Prior Learning does not necessarily reduce the length of time of the programme but could reduce the number of courses required in a given semester.

Students access their academic results at the end of each semester via the Student Portal.

Students who are not meeting the allowed timeframe to complete the programme or achieve Satisfactory Academic Progress must meet with the Vice President Academics before enrolling in the next semester.

U.S. Financial Aid Progression Calculation – see Appendix H

2.10.1 Students Failing to Progress, Restructured or under Disciplinary Action: Unable to Hold Leadership Roles

The College offers a number of opportunities for students to hold leadership positions through the New Zealand Chiropractic Students' Association, class representatives, World Congress of Chiropractic Students, clubs, mentorships and other extra-curricular activities. Students must be in good academic standing to hold a leadership position at the College. A student in a leadership position will be disqualified to hold that position if their programme has been restructured due to failure of a course, or if they have been placed on academic warning or academic probation or if they have been subject to disciplinary action.

2.11 Supplementary Chiropractic Practice Course

A Supplementary Chiropractic Practice course is required when:

- A student has completed all Chiropractic Centre requirements, but has not completed all academic requirements; and/or
- A student has not passed the prerequisite courses to be able to proceed through the internship in the Chiropractic Centre.

The minimum requirements for the Supplementary Chiropractic Practice course include:

- Five new practice members;
- 50 regular visits;
- One x-ray rotation;
- Required skill critiques.

The course fee for Supplementary Chiropractic Practice is \$938 per semester.

StudyLink is not available for the Supplementary Chiropractic Practice course.

2.12 Remedial Programme

In extenuating circumstances, a student who fails a course may be offered the opportunity to participate in a remedial programme. The Academic Board determines whether a remedial programme is offered; a student may not apply for a remedial programme.

Students will need to enrol for the remedial programme as a normal course enrolment. Full tuition fees apply. A fail grade in a remedial course is considered the same as a fail in a normal course enrolment.

2.13 Satisfactory Academic Progress

Academic progress is measured at the completion of each semester and measures the semester and cumulative results. Satisfactory Academic Progress is defined as passing all enrolled courses.

- 2.13.1 Satisfactory Academic Progress for U.S. Federal Student Aid recipients – See Appendix H.**
In accordance with U.S. Federal Law 34 CFR 668.34, the College is required to ensure all U.S. Federal Student Aid (FSA) recipients meet the minimum Satisfactory Academic Progress (SAP) for their academic programme. Refer to Appendix H for details on how the College calculates progress for U.S. Financial Aid.

The requirements for Satisfactory Academic Progress for U.S. FSA recipients are different from the minimum requirements set out in the College academic standing regulations. This only applies to those who are borrowing U.S. FSA and will only be used to determine their eligibility to borrow U.S. FSA funds.

2.14 Unsatisfactory Academic Progress – Academic Warning and Academic Probation

Unsatisfactory Academic Progress is defined as failing one or more courses in a semester. A student must meet with the Vice President Academics or appointed person prior to the start of the following semester and is notified by the Registrar that they are no longer meeting Satisfactory Academic Progress.

2.14.1 Academic Warning

A student receives an Academic Warning when they earn two or more grades of D and/or F in any semester or maintain a minimum overall grade of D+ or less (GPA of 2.0 for U.S. Financial Aid recipients).

- A student on Academic Warning must take a reduced load the next semester, not to exceed 45 credits (.75 of 60 credits), including all courses in which unsatisfactory grades were received;
- If the course is not offered the next semester, the student must complete the course at the next offering. This will cause the student to be placed on special schedule, which is likely to change the student's projected graduation date;
- A student on Academic Warning is not permitted to enrol in any course/s for which the course that is being repeated is a designated prerequisite, or in any course that would conflict with the course that is being repeated;
- A student on Academic Warning is required to participate in academic support.

2.14.1.1 Academic Progress following Academic Warning

A student on Academic Warning who achieves Satisfactory Academic Progress the following semester is permitted to enrol in the standard course load of 60 credits.

If a student fails any course/s while on Academic Warning they will immediately be placed on Academic Probation.

2.14.2 Academic Probation

A student is placed on Academic Probation under the following conditions:

- 1) They are put on Academic Warning for the second time; or
 - 2) They fail any course while on Academic Warning; or
- A student on Academic Probation must reduce his/her course load in the following semester to a maximum of 45 credits (.75 of 60 credits), including all courses in which unsatisfactory grades were received;
 - If the course is not offered the next semester, the student must complete the course at the next offering, and this may extend the length of time to complete the programme;
 - The student is not permitted to enrol in any course(s) for which the course that is being repeated is a designated prerequisite, or in any course that would conflict with the course that is being repeated;
 - A student on Academic Probation is required to participate in academic support;
 - A student on Academic Probation is also required to meet fortnightly with a designated faculty advisor.

2.14.2.1 Academic Progress Following Academic Probation

A student on Academic Probation who achieves Satisfactory Academic Progress will be permitted to enrol in a maximum of 45 credits (.75 of 60 credits) the next semester. If the student achieves Satisfactory Academic Progress while taking 45 credits, he/she may return to a standard course load.

A student who fails a course and is currently on Academic Probation or has previously been on Academic Probation, will be referred to the Academic Board, of which the consequence will most likely be academic dismissal.

2.14.3 Academic Probation Affecting Financial Aid Eligibility

Students on Academic Probation may lose their financial aid or have it decreased. Some providers reinstate aid once the student achieves Satisfactory Academic Progress. The financial provider makes these decisions, and the College is obligated to follow the policies and directives of the financial provider.

2.15 U.S. Financial Aid Warning and Probation see Appendix H

A student who receives U.S. Financial Aid who has not achieved the required GPA defined in Section 3.16 Grades, or is not meeting the required pace of completion defined in Section 2.10 Progression through the Programme, is not eligible to receive assistance under the Title IV, HEA programme unless placed on Academic Warning Section 2.14.1 or after a successful appeal of the probationary period.

Students may only be on Academic Warning or Academic Probation for one semester (one payment term) and will continue to receive aid while they are on Academic Warning. If the student does not meet Satisfactory Academic Progress at the end of the semester that they have been placed on Academic Warning, the student will lose financial aid eligibility unless the student successfully appeals and is placed on Academic Probation.

This policy is in relation to Financial Aid eligibility. The policies relating to Academic Warning and Academic Probation apply to all students irrespective of the type of financial aid they receive.

2.16 Academic Dismissal

A student will be academically dismissed from the programme when they fail to comply with the terms of:

- Probationary Admission;
- Academic Probation;
- Two Strikes Rule;
- First Year Study Rule.

First Year Study Rule

A student in their first year of study who fails two or more courses in either semester or has a grade point average of less than D+ will be academically dismissed.

The Academic Board has the authority to academically dismiss a student.

The Refund Policy applies if a student is academically dismissed.

2.16.1 Appeal of Academic Dismissal

Any appeals against the decision of the Academic Board shall be submitted in writing to the President within ten (10) calendar days of the communication to the student of the decision.

The written communication to the President must include:

- The academic and personal circumstances that contributed to the student's inability to achieve Satisfactory Academic Progress; and
- The circumstances that the student believes will ensure that they are able to achieve Satisfactory Academic Progress in future semesters if given an opportunity to remain enrolled.

The President may allow an appeal outside this period if the student can show good reason why a delay had occurred. However, no appeal will be considered if it is not lodged within three months of the date of the notification of the original decision.

In respect of any appeal, the following procedures will apply:

- The President will appoint a committee with a minimum of three members;
- The student will be informed of the procedures that will be followed;

- The student can be accompanied to any meeting by a student representative and/or up to two support persons of their choice;
- The Committee will hear and review evidence as it sees fit;
- The Committee will make a recommendation to the President;
- The President makes the final decision and will notify the student and the Academic Board.

A student who is successful in their appeal will be placed on Academic Probation.

A student who has been academically dismissed may not reapply to the College.

2.16.2 Multiple Course Enrolments (Two Strikes)

- A student may withdraw from a course and/or earn a grade of 'D' or 'F' in any given course only once;
- When a student enrolls in a course for a second time, the student must successfully complete and pass the course;
- If the student fails the course for the second time, they will be referred to the Academic Board, which will result in the student being academically dismissed from the College.

2.17 Probationary (Conditional) Admission

A student offered Probationary or Conditional Admission to the College must be approved by the Admissions Committee. An applicant may not apply for probationary or conditional admission.

Students who are offered enrolment under the Probationary or Conditional Admission rule must not receive a 'D' or 'F' grade for any course (or receive a GPA of 2.0 or less for U.S. Financial Aid recipients) during the designated probationary admission period. Students who fail a course under a probationary or conditional admission will be academically dismissed. The Refund Policy applies if a student is academically dismissed.

2.18 English Language Competence

Enrolment for the College must include evidence of the acceptability of the applicant's English competency in writing, listening, speaking and reading.

The College may be satisfied that an applicant meets English language standards if:

- English is the applicant's first language; or
- The applicant has a New Zealand university entrance qualification; or
- The applicant has a university entrance qualification from a country where the main language is English and the main language of instruction and assessment for the qualification is English; or
- The applicant is 20 years of age or older, and is a New Zealand citizen or permanent resident; or
- The applicant provides a valid IELTS certificate.

The standard of English Language competence that the College requires is, or is equivalent to, an Academic IELTS overall score of 7.0, with no individual language skill under 6.5.

An IELTS certificate is normally valid for two years.

In the case of a first-time student, if in the opinion of the Admissions Committee an applicant requires an IELTS to be considered for enrolment, the applicant must provide a valid IELTS certificate irrespective of whether they meet any of the above standards.

If in the opinion of the Academic Board, a student fails courses due to their English language skills, the Vice President Academics reserves the right to request the student (either domestic or international) to enrol in an IELTS course and attain a current and valid IELTS certificate. This applies even if a student has previously submitted an IELTS certificate.

The New Zealand Chiropractic Board requires registered chiropractors to have an IELTS overall score of 7.5, with no individual score under 7.0. It is expected that students would increase their English language skills through the programme to be able to meet the registration requirements. For more information, contact the Registrar at the New Zealand Chiropractic Board.

2.19 Graduation Requirements

In order to graduate with a Bachelor of Chiropractic degree a student must have:

- Successfully completed the required 600 credits;
- Met all Chiropractic Centre requirements;
- No outstanding financial obligations to the College;
- Satisfied all Library requirements;
- Conducted themselves ethically and in accordance with the College Policies and Procedures.

Graduating students will need to meet the costs of graduation, which include regalia hire, etc.

2.20 Awards and Scholarships

College Awards and Scholarships:

- **Elizabeth McKay Award**
This award is given to the student with the highest GPA for Year 1 courses. To be eligible for this award, a student must be studying a full workload of Year 1 courses. The award is \$500 cash and is presented at the first assembly the following year.
- **Activator Guru Award**
This award recognises the student who is the highest achiever academically and practically in the Activator course. It is awarded to the student with the highest grade for the Activator portion of the TECH5 course.
- **L5 Cup**
This award recognises the student who is the highest achiever academically and practically in the Technique 4 course. It will be awarded to the student with the highest grade for the Technique 4 course.
- **Children In Practice Award**
This is awarded to the Intern with an above average score in the special population - children course AND who saw the largest number of practice members under 12 years of age during their internship.
- **Business Excellence Award**
This is awarded to the student intern with the most profitable practice, and who grew their practice ethically.
- **Adjustor Award**
This is awarded for outstanding contribution to fun and entertainment within the Chiropractic Centre while a student intern.
- **Patrick Platt Scholarship**
The aim is to support further technique study and is awarded to the student who has developed excellent technical skills, is helpful and supportive of other classmates and has shown respect to the

technique faculty throughout both Year 2 Technique courses. The scholarship pays for the Technique 3 course.

- **The Give Love Technique Award**
The Give Love Technique Award is presented to a student who scored in the top of the 1TECH3 course and who best exemplifies the qualities and attributes of Technical Aptitude, Diversity, Gratitude, Integrity, Vision, Excellence, Love and Laughter.
- **Chiropractic Assistant Scholarship**
This scholarship provides the opportunity to earn credit toward tuition fees by working in the Chiropractic Centre as a Chiropractic Assistant (CA). The experience helps students prepare themselves as an intern, learn valuable work skills and learn the role of a CA for when they are in practice.
- **Communication and Marketing Scholarship**
This scholarship provides the opportunity to earn credit towards tuition fees by working with the College's marketing team. The experience provides the opportunity to learn about business communications in social media in a business context.

New Zealand Chiropractors' Association Award:

- **NZCA (New Zealand Chiropractors' Association) Student Leadership Award**
This award is presented to the student who has demonstrated consistent excellence in student involvement, leadership, academia and commitment to the chiropractic profession. The award is presented at the final assembly.

Students who have received tuition scholarships must meet Satisfactory Academic Progress to maintain their scholarship. Students who fail, withdraw or defer from a course that they have received scholarship funds for are responsible for paying for the course when they repeat it.

Graduation Awards:

- **Gold Award**
This award recognises the top student of the College for having exhibited superior abilities in the academic, practical, philosophical and research aspects of chiropractic, and who has demonstrated a high level of commitment to the College community during their time as a student at the College.
- **Academic Excellence Award**
This is awarded to the top graduating student for outstanding academic performance. The student must have studied at the College for the last four years of the programme and has the overall best academic performance for those four years of study.
- **BJ Palmer Award in Philosophy**
This is awarded to the graduating student who is judged by Lecturers and Chiropractic Centre staff to have achieved the deepest understanding of chiropractic philosophy and is the most balanced in incorporating philosophy into their practice in the Chiropractic Centre.
- **Chiropractic Excellence Award**
This is awarded to the top student intern who shows excellence across their chiropractic experience, within the following categories:
 - Practice member interaction;
 - Professionalism;
 - Adjustment proficiency;
 - Knowledge of chiropractic principles;
 - Overall achievement of more than the minimum requirements.

- **John Nolan Diagnostic Imaging Award**

The John Nolan Diagnostic Imaging Award is awarded to the graduating student who has shown a superior ability to comprehend and demonstrate his/her practical diagnostic imaging skills, including, but not limited to:

- Interpretation;
- Chiropractic x-ray analysis;
- Ability to understand and apply knowledge with regard to plain film imaging;
- Practice member safety;
- A general confidence and aptitude in taking x-rays.

The recipient must have shown outstanding personal integrity and overall performance, including a willingness to help fellow students.

- **Bernadette Murphy Research Excellence Award**

The Bernadette Murphy Research Excellence Award shall be awarded to the graduating student who has shown a superior ability in research during the programme, and demonstrated their theoretical and practical research skills, including, but not limited to:

- Excellent comprehension, critical evaluation and interpretation of the scientific literature;
- Great understanding and application of knowledge with regard to research methodology;
- Great understanding about ethical issues in research;
- Excellent effort and attitude shown during research courses and projects, above and beyond the course requirements.

The recipient must have shown outstanding personal integrity and overall performance, including a willingness to help fellow students.

2.21 Research at the College

All research is subject to College policy and is guided by the Research Handbook available from the Centre for Chiropractic Research and in the Library. Any student planning to conduct any research (collecting data, applying for research grants, ethics approval, submitting a manuscript, etc.) must first seek approval from the Research Committee.

Students may write a retrospective case study but must gain approval from the Research Committee before submission for publication.

The Director Centre for Chiropractic Research is the first point of contact for the above.

2.22 Auditing Courses or Lectures

To audit a course, the student must apply in writing to the Lecturer and receive approval from the Vice President Academics. Enrolled students may apply to the Lecturer to audit a lecture as a one-off request.

The College does not permit external people to audit courses or individual lectures.

2.22.1 Auditing or attending Clubs

The Club programme is for the students and faculty of the College. The College does not permit external people to audit or attend Club meetings or events. The exception is guest speakers who have been approved by the Club President and Club Supervisor.

3.0 ASSESSMENT

The purpose of assessment is to:

- Assist students in identifying areas of personal and professional growth, and areas requiring further development in relation to the objectives of the programme and the outcomes of each course;
- Assist staff so that their teaching programmes meet the needs of the students;
- Report on the achievements of students and graduates relative to the roles they may assume on graduation.

Internal and external moderators ensure that assessment tasks are fair, valid and appropriate and that the marking and grading of student work is consistent with standards expected in other tertiary institutions both local and international. If a student fails an examination or assessment, it is internally moderated to ensure fair and consistent marking.

All courses will include in-course assessment. In-course assessment may include assignments, research projects, practical activities, tests or other activities. In-course assessment will guide students on examination practices, progressive feedback to students on their achievement, and evidence in the event students seek aegrotat passes. In-course assessment requirements, including due dates, will be advised to students in the first class of the semester and specified in the course outline.

Most courses will also include end-of-course assessment by examination (written and/or practical).

Some courses may be better assessed by assignments and may include an additional assignment or class presentation in lieu of an exam.

The structure and weighting of assessments for each course will be specified in the course outline.

The College acknowledges the rights of students to be assessed in Te Reo Māori. If a student wishes to exercise this right, they must meet with the Vice President Academics at least four weeks before the assessment date. The College will make the necessary arrangements for the student to be assessed in Te Reo Māori.

3.1 Assignments

Assignments will include an indication of length, such as word count or timing for presentations and practical assignments. Lecturers will expect assignments to be within 10% of the indicated length and marks may be deducted for not keeping within this range.

3.2 Marking Schedules/Rubrics

Assignments will include a marking schedule that provides a broad indication of how marks will be allocated (e.g. percentage for content, presentation, completeness, referencing, etc.).

3.3 Referencing

The College uses, and expects students to use, the American Psychological Association (APA) referencing system for citing and referencing sources in their assignments. Official guides are available on the internet or in hard copy through the Library. A copy is also included as an Appendix to this Student Handbook – Appendix C. Students should note that Wikipedia is not considered by the College as a valid source of information and should therefore not be included as a reference. If a student has utilised an AI tool to help them with an assignment in any way this must be stated.

3.4 Handing in Assignments

The College subscribes to Turnitin, and Lecturers will provide Turnitin details for assignment submission. A cover sheet should not be included when submitting to Turnitin. However, all conditions stated on the cover sheet apply. Assignments that are due through Turnitin are not accepted in any other format (i.e. through the drop box or email).

Students must use their College email address when submitting to Turnitin.

A submission to Turnitin is not confirmed until the student receives an email confirmation. If no email confirmation is received, it is likely the submission was not successful. It is the student's responsibility to follow through with the Lecturer. The student is marked late if the assignment is not submitted by the due date.

If a Lecturer has requested submission of a hard copy assignment, it should be handed to the identified point of collection on or before the due date. If this point of collection is not in class, then assignments must be dropped into the Assignment Box at Reception by 4.00 p.m. on or before the due date. Each assignment **must** have a cover sheet. Cover sheets are available in the Library and on the College website.

3.5 Late Assignments and Extensions

Extensions must be applied for in writing to the Course Lecturer using the Assignment Extension Request form at least **two (2) days before the due date**. An extension for an assignment will only be granted where a student has a genuine reason, such as illness, and can demonstrate 'diligence of effort' in attempting to meet the due date.

Late assignments will be penalised unless an extension was applied for on the Assignment Extension Request form and granted before the due date. Penalties for late assignments will be enforced to support equity for all students. Late assignments will be penalised as follows:

- One to three (1-3) days late: Less 10% of the final mark;
- Four to seven (4-7) days late: Less 20% of the final mark;
- Eight to ten (8-10) days late: Less 30% of the final mark;
- More than ten (10) days after the due date: Assignment will not be marked.

If the cause of the student's lateness is beyond their control, they may be eligible to apply for a Missed Assessment. Applications must be received within fourteen (14) calendar days of the assignment due date. Students will need to supply evidence of the circumstance that prevented the assignment being handed in by the due date. Application forms are available at Reception.

Students who have completed an assignment but are unable to hand it in by the due date because of circumstances beyond their control should contact the Course Lecturer as soon as possible with supporting evidence. An appeal against any penalty applied to the student may be made to the Vice President Academics.

3.6 Marking and Return of Assignments

Marking of assignments will generally be completed and papers returned within two weeks. Students will be given feedback on how results were determined.

3.7 Missed Assessment: Aegrotat or Alternative Assessment Date

Students may be granted either an aegrotat or an alternative date for an assessment under the following circumstances:

Aegrotat is a concession allowing a student to pass an assessment despite having missed all or part of the assessment due to illness or other extenuating circumstances. An aegrotat is determined through a mathematical calculation using the student's other assessments for that course. An aegrotat may be granted in the case of a student's or an immediate family member's illness (where a medical certificate is required) or in the event of a bereavement (where evidence is required).

Some assessments are considered critical (most practical assessments, heavily weighted assessments and assessments that are the single criteria for a course learning outcome) and are not eligible for an aegrotat; these assessments will be given on alternative date.

Alternative assessment date is the allowance granted to a student to undertake an assessment at a different date than the posted assessment date. Approval is granted for absence due to some circumstances beyond a student's control. For known events (such as representation at national or international events), to be considered, the applications must be received at least two weeks prior to the assessment date. Applications will not be accepted after this date. Alternative date assessments require many hours of work from Lecturers and support staff and are not granted lightly.

Supporting evidence must be supplied to apply for an aegrotat and/or an alternative assessment date.

Students must submit an application form, pay the application fee, attach evidence for the application (e.g. medical certificate) and submit the application by handing it in at Reception or by email to the Associate Dean of Academics (walid.bashouri@nzchiro.co.nz) and a copy to the Registrar's Office (louise.dexter@nzchiro.co.nz). The Associate Dean of Academics may make an appointment with the

student to discuss the merit of the application if this is necessary, determine whether the approval is granted and notify the student and faculty members involved.

Fees:

- \$25 for an aegrotat application;
- \$25 for an alternative assessment date;
- \$75 for an alternative assessment date when the assessment is a final exam.

The Lecturer must provide the student with the date and time of the alternative assessment with a minimum of two (2) business days' notice before the alternative date. The student may request an assessment sooner than the required two business days' notice.

An assessment on an alternative date is not considered a re-sit, and a student may be eligible for a re-sit. Refer to the Re-sit Policies to determine eligibility.

3.8 Examinations

Final examinations will usually be held during the two-week exam period at the end of each semester. The Registrar will schedule these exams. The examination timetable is published at least two weeks before examinations begin.

Students are expected to present themselves at the examination venue at least five minutes before the start of the exam. Late students will be admitted only if no student has left the examination room. Students who are too late for the exam will be considered as having failed the exam. If a student is admitted late to an exam, there is no provision for additional time to complete the exam.

Students are not normally permitted to leave the room to go to the restroom during exams that are less than 90 minutes.

Examinations will be conducted in line with the College's Examination Procedures (see Appendix A).

Students must sit for the examination at the scheduled time. Students who are not able to be present at the examination due to exceptional circumstances must inform the College before the examination takes place, and they will need to make an Application for Missed Assessment to sit the examination on another date. Students making this application will be charged \$75 for administration and invigilation costs.

Students who are unable to sit their exams due to medical or compassionate reasons are advised to make an Application for Aegrotat Consideration within seven (7) calendar days of the examination. Please note that stringent criteria are applied to the approval of an Aegrotat Pass. No practical component of examinations will be approved with an Aegrotat Pass; however students can apply to sit the practical examination together with the re-sit schedule. Students who have not met the attendance requirements of the College will not be eligible to apply for Aegrotat Consideration.

Below are the conditions and evidence that students are required to provide to the College before they can apply to take their examinations on another day or during the re-sit schedule:

- Medically unwell on the day of examination – a medical certificate for the day of the examination;
- Hospitalisation of family members – evidence from the hospital;
- Representing New Zealand or the College in a national/international event – evidence of being chosen to participate in the event;
- Bereavement of close friend/relation – documentation.

Examinations will be structured on the nominal basis of one (1) mark for each minute.

For courses that cover two or more subject areas, or are taught by two or more Lecturers, a single examination paper will be prepared. This paper may have more than one section.

The College follows a semester course and examination system. The specific composition of grades earned by students is indicated in individual course outlines. In most cases, students will gradually accumulate a semester grade in a course consisting of multiple assessment opportunities. Most courses have an end of semester exam. The semester grade and end of semester exam grade are combined to provide a course final grade.

Students have to pass the course with a final grade of at least 50% or 70% depending on the requirements as indicated in the course outline. It is possible to fail a course even if the final exam was passed because of a low in-course assessment grade. In such a case, the student may qualify for a re-sit of the final exam to enable them to make up for the low semester grade.

3.9 Exam or Assessment Irregularities

If a student feels there has been an exam or assessment irregularity, the student must first contact the Course Coordinator or Head of Department. Under no circumstances should the student contact the Lecturer about an exam or assessment irregularity. Concerns must be raised **before** grades are released to students.

3.10 Special Assistance in Examinations

Students with a disability may have assistance during an examination if they have had prior approval from the Registrar. Evidence will be required and in some cases an assessment from an external provider to determine the special assistance.

Special assistance is granted in accordance with the disability, and can take one or more of the following forms:

- More time to complete the examination (generally no more than 20 minutes per hour);
- Assistance with a writer;
- Assistance with a reader;
- Assistance with a reader/writer;
- Assistance in the use of electronic or other approved specialised equipment, which could include computer equipment.

3.11 Marking

For assessment tasks other than examinations, marking will generally be completed within fourteen (14) calendar days. Final examination marking will generally be completed and students advised of ratified results within four weeks.

Upon receipt of their results, and within two (2) working days:

- Students may apply to their Lecturer to view their examination script. Granting the request is at the discretion of the Lecturer, and may depend on the nature of the assessment;
- Students may apply for a re-count of marks, including a check that all questions have been marked and no errors have been made.

No discussion regarding allocated marks is permitted.

3.12 Ratification of Results

Final course results and grades will be presented to the Ratification Committee, who will examine the spread of marks and grades. The Ratification Committee will make recommendations to the Academic Board, who ratifies results. The Registrar will advise students if re-sits are necessary.

3.13 Final Grade Appeal

A student may appeal against the final grade or final exam grade as granted by the Academic Board in respect of a course or programme if there was a material irregularity in the conduct of the assessment or in the Ratification Committee procedures.

A student must submit their appeal and all evidence within seven (7) calendar days of receiving their result. The appeal submission should be addressed to the Chair of the Academic Appeals Committee. The submission should be handed in at Reception. To avoid doubt, the student should request a time stamp on the submission. The submission must include a statement outlining the reason for the appeal and ALL evidence to support the appeal. The appeal must be in writing.

Academic Appeals Committee Review:

- Upon receiving the appeal, the Chair of the Appeals Committee will open an investigation and provide all evidence to the Appeals Committee. If the appeal is based on Ratification Committee procedures, the Chair of the Appeals Committee will furnish a report or obtain a report from the Ratification Committee on the issues raised in the appeal and refer that report to the Appeals Committee;
- The Appeals Committee will determine whether to proceed with the appeal in accordance with what are or are not valid grounds for appeal. If there are valid grounds for appeal, the appeal will be forwarded to the Academic Board for consideration. Students will be notified by email the outcome of the Appeals Committee review.

The following are **not** valid grounds for appeals:

- Questioning the objectives of the course;
- The assessment methods approved for the course;
- The standard required to receive particular grades in the course;
- Study overload or work overload;
- Personal and medical problems, which normally should be dealt with by Aegrotat pass or exceptional circumstances;
- Financial implications of not passing the course;
- Grades received by the student in another course/other courses;
- The amount of work the student has done;
- A penalty imposed by the Disciplinary Committee;
- A failure as a result of a discipline issue;
- General grievances;
- Poor teaching;
- The need for additional marks to enable a pass/grade;
- A delay in receiving written notification of an assessment.

Academic Board Appeals Review:

- The Academic Board will review all evidence provided by the Appeals Committee;
- The Academic Board may request further information from any party;
- The Academic Board may uphold or dismiss the appeal, and may confirm, raise, or lower the appealed result or grade;
- The student will be notified of the outcome of the appeal by email or letter;
- The student, the Ratification Committee and the Academic Appeals Committee will be notified of the decision of the Academic Board.

3.13.1 Students Receiving U.S. Financial Aid - Additional Appeal Requirement – See Appendix H.**3.14 Return of In-Semester and Final Exams****In-Semester Exams:**

All Lecturers provide feedback to students following an in-semester exam or assessment. However, it is up to the Lecturer to determine whether an in-semester exam or assessment is returned to the student. In some instances, a Lecturer may provide feedback to the class rather than individually.

Final Exams:

Final exams are not returned to students. After results have been ratified, results are uploaded to the Student Portal. Refer to the Record Management Policy (Section 7.25) in this Student Handbook for information on final exam storage.

Upon receipt of their results, and within two (2) working days:

- Students may apply to their Lecturer to view their examination script. Granting the request is at the discretion of the Lecturer, and may depend on the nature of the assessment; where an exam cannot be viewed, the Lecturer will provide a summary of the exam issues;
- Students may apply for a re-count of marks, including a check that all questions have been marked and no errors have been made;
- Practical exam videos are for moderation purposes only and may not be viewed by the student.

No discussion regarding allocated marks is permitted.

3.15 Final Exam Re-sit and Assignment Re-submission

Final Exam Re-Sit

A student is eligible for a re-sit in any course if they have obtained:

- 44.5 – 49.4% for courses in which 50% is the passing mark in the final grade;
- 62.5 – 69.4% for courses in which 70% is the passing mark in the final grade.

Students who are eligible for re-sit are required to submit an application to re-sit. Application forms are available at Reception.

Technique and practical courses require a 90% attendance record to qualify for a re-sit.

All other courses require a 75% attendance to qualify for a re-sit.

Re-sit opportunities are restricted to the following conditions:

- No student is allowed more than two (2) re-sits per semester. If a student achieves grades that require more than two (2) re-sits, it will be the prerogative of the Vice President Academics to nominate the course(s) that the student will fail and have to repeat;
- Students are allowed a maximum of six (6) re-sits during the Bachelor of Chiropractic Programme;
- A student may only apply for a re-sit for a final exam or a re-submission of a final assignment unless otherwise stated in the course outline.

Students who are not eligible for a re-sit will fail the course. All failed courses must be repeated.

The above re-sit restrictions do not apply to the Chiropractic Centre Entrance Exam (CCEE) and the Mid-Proficiency Exam (MPE). Students pay \$150 per re-sit for the CCEE and MPE exams. Payment must be made three (3) working days prior to the exam date.

The College sets the dates for re-sit exams. Students should make allowances for a re-sit. If a student misses the scheduled re-sit exam, the student will fail the course. Students who make travel plans during the re-sit timetable will not be excused from a re-sit.

The maximum grade a student can receive for a course if they re-sit the final exam or re-submit an assignment is the minimum passing grade for the course.

Assignment Re-submission

Unless stated differently in the course outline, a student may be eligible to re-submit an assignment that is worth 30% or more of the course grade stated on the condition that they:

- have attained 44.5% for a course in which 50% is the passing grade; or
- have attained 62.5% for a course in which 70% is the passing grade.

A student may not re-submit an assignment **and** re-sit a final exam for the same course.

A student must receive approval from the Vice President Academics to re-submit an assignment. The due date of the re-submission is determined by the Vice President Academics and must meet the ratification deadlines set by the Academic Board.

The College has no obligation to grant re-submission requests.

3.16 Grades

The College uses the following grading system for final levels of achievement in each course:

Pass grades

Percentage equivalents of grades are:	GPA equivalent of grades are:
Where 50% is the pass mark: Pass: A+ (>90%) A (85-89%) A- (80-84%)	4
B+ (75-79%) B (70-74%)	3
B- (65-69%) C+ (60-64%)	2
C (55-59%) C- (50-54%)	1
Fail: D+ (44.5-49.5%) D / F <44%	May be eligible to re-sit Not eligible to re-sit
Where 70% is the pass mark: Pass: A+ (>90%) A (85-89%) A- (80-84%)	4
B+ (75-79%)	3
B (70-74%)	2
B- (65-69%) C+ (60-64%)	1
Fail: D+ (62.5-69.5%) D / F <62%	May be eligible to re-sit Not eligible to re-sit
Note: No B-, C+, C nor C- Grade will be awarded where 70% is the passing mark.	

Total GPA is an average calculation of completed courses and is calculated both as a semester and overall cumulative GPA.

Recognition of Prior Learning (RPL), credit transfer, withdrawal and Did Not Complete (DNC) are not included in the calculation of GPA. Refer to Section 2.10 Progression through the Programme, for calculation of pace through the programme.

3.16.1 Definition of Results

Withdrawal (WD) is listed on the record of learning when a student has withdrawn or deferred after ten (10) days of the course start date but before 75% of the course is completed.

Fail (F) is listed on the record of learning when a student has not met the minimum assessment criteria to pass a course or withdraws or defers after 75% of the course is complete.

Did Not Complete (DNC) can only be granted by the Academic Board in exceptional circumstances when a student is unable to complete their courses. Students may not apply for this result.

3.17 Notification of Results/Official Transcripts

After ratification by the Academic Board, grades are uploaded on the College's Student Portal.

All graduating students are issued an official transcript for the Bachelor of Chiropractic degree on their graduation. These are given to the graduate at the end of the graduation ceremony.

Additional copies of transcripts that are provided by the College will incur a \$20 administration charge per transcript. Students must request their transcripts from the Registrar (registrar@nzchiro.co.nz)

The Registrar provides final grades after the Academic Board has ratified them. Final grades are accessible by students through the online Student Portal at the end of each semester.

3.18 Failure in a Course

The College undertakes an annual enrolment at the beginning of each year. Should a student fail a course in the first semester that is a prerequisite for a course in the second semester, the student will be withdrawn from the second semester course for failure to pass the required prerequisites.

A student who fails a course must repeat that course. The student must re-enrol and pay the full tuition fee for the course. An exemption may be granted from some attendance requirements and/or from some assignments at the discretion of the Vice President Academics.

These will only be granted if:

- the repeated course clashes with the academic timetable and this would significantly disadvantage the student's programme progression; and
- the course content must remain substantially the same.

Approval from the Vice President Academics is required for any student enrolment in a study programme that is more than 120 credits in any one year. No student will be approved for more than one (1) course per semester on top of their normal study workload.

A student who fails a prerequisite course due to a disciplinary reason may not repeat the prerequisite course concurrently with the course that the required failed course was a prerequisite.

3.19 Dishonesty during Assessment

The College has zero tolerance for any student engaging in dishonest means. Students are reminded that they will be in breach of the College policies if they are found to have performed any action that breaches assessment integrity including but not limited to the following:

- During an examination:
 - Copy;
 - Communicate with another person other than those who are in charge of the exam at the time of the exam;
 - Are found in possession of unauthorised books or any printed or written paper or electronic material or any other unauthorised material;
 - Use any unfair means.
- During assessed work:
 - Plagiarise the work of another without indicating that the ideas are not the student's own; Plagiarism is defined as the act of appropriating, taking, borrowing or cribbing another person's work and using it as one's own. It includes:
 - Copying another student's work, or part thereof;
 - Direct copying of another person's work without acknowledgement;
 - Taking another person's ideas, theories or conjectures and using them as one's own;
 - Using experimental results obtained by another.
 - Collaborate with others in the preparation of material, except where this has been approved as an assessment requirement;
 - Submit the same or similar work for more than one assessment without prior approval of the Lecturer.
 - Submit any work under false pretences.
 - Submit work where AI assistance is identified as over 30%.
- During research:
 - Plagiarise the work of another without indicating that the ideas are not the student's own;
 - Collaborate with others in the preparation of material, except where this has been approved as an assessment requirement;
 - Submit the same or similar work for more than one assessment without prior approval of the Lecturer;

- Make up or fabricate data.

Any report of a breach of these policies or other programme regulations is made to the Vice President Academics on behalf of the Academic Board. All reports are referred for review to the Disciplinary Chair who will determine whether the breach results in a Disciplinary Hearing. Refer to Disciplinary Procedures (Section 4.8) in this Student Handbook.

Refer to Appendix A in this Student Handbook for Examination Procedures.

3.20 Legible Handwriting

It is the student's responsibility to write legibly in tests and exams. If a student's handwriting is not considered legible for an average person, the examiner cannot award marks.

3.21 Professional Presentation

The Code of Conduct (section 4.1) applies including the use of profanity and discriminatory terms. Any assessment or component of an assessment that has evidence of unprofessionalism may receive a reduced grade for that component and could result in the student failing the assessment or the course. The student may be referred for disciplinary action.

4.0 GENERAL REQUIREMENTS

4.1 Code of Conduct and College Values

Code of Conduct

Staff and students of the College will:

- Behave honestly, conscientiously, reasonably and in good faith at all times having regard to their responsibilities, the interests of the College and the welfare of colleagues;
- Show respect for others as individuals and as learners;
- Respect the diversity of ethnicity, cultures, abilities, disabilities and sexual orientations of other individuals within the College;
- Take responsibility for their actions;
- Support academic freedom: promoting vigorous debate, allowing challenges to ideologies and respecting the individual's rights to express diverse views;
- Be open and responsive to feedback that facilitates further learning and professional development in the pursuit of excellence.

College Vision, Mission and Values

Vision

A world of people expressing optimal potential.

He huinga tangata e whakaputa ana i te toi o te pitomata.

Mission

Educating great people to become the world's best chiropractors.

E ako ana i ngā tāngata toa kia tū hei kaikorohiti matua i te ao.

College Values

Gratitude, Integrity, Vision, Excellence, Love and Respect.

Whakamānawa, Pono, Kitenga, Kairangi, Aroha, Kauanuanu.

4.2 Unacceptable Behaviours

The following behaviours are defined as unacceptable within the College community:

4.2.1 Harassment

Harassment is unsolicited verbal or physical conduct by a person or group that is unwelcome and offensive to the recipient, of a serious nature, or persistent to the extent that it has a detrimental effect on the individual's performance, job or training opportunities and ability to learn.

Harassment may involve elements of power, which make it difficult for the victim to prevent it.

4.2.2 Victimisation

Victimisation may be seen to occur where any person treats, or threatens to treat, any other person less favourably than he or she would treat other persons in the same or substantially similar circumstances because they:

- Made use of their pathways to redress issues outlined in these policies;
- Encouraged another person to make use of pathways for redress;
- Are currently involved in any way in any aspect of these pathways.

4.2.3 Endangerment

Endangerment is to deliberately and knowingly put others at physical or emotional risk.

4.2.4 Substance abuse

Substance abuse is defined as any use of illegal drugs, inappropriate use of prescribed or non-prescribed drugs, or the provision of illegal drugs to another person. It also includes the excessive use of alcohol during or prior to periods of study or professional duty.

4.2.5 Abuse of power

Abuse of power is any attempt to apply excessive or inappropriate influence over another's behaviour or decisions, or over decisions affecting that person, on the basis of a formal hierarchical position.

4.2.6 Verbal abuse

Verbal abuse is the use of offensively profane, discriminatory or threatening language to another member of the College community.

4.2.7 Bullying

Bullying is repeated behaviours that are unreasonable and create a risk to health and safety. Bullying is typically deliberate behaviour such as:

- Intimidation;
- Belittling remarks;
- Ignoring and/or excluding the target;
- Setting up the target to fail.

4.2.7.1 Cyber bullying

Cyber bullying is the inappropriate use of any communication technology including social media to commit any unacceptable behaviour as defined in this Student Handbook.

4.2.8 Fraudulent behaviour

Fraudulent behaviour is acting with, or having, the intent to deceive, participate in fraud or engage in a dishonest action. Fraudulent behaviour is considered serious misconduct. Examples of fraudulent behaviour include (but are not limited to) forging signatures or falsifying documents.

4.2.9 Criminal offence

Any student convicted of a criminal offence in a court of law.

The statements in this Code of Conduct must be read in conjunction with the laws of the land, College policies and the contracts to which the College is a party.

The College considers any unacceptable behaviour to be serious misconduct. Any student who displays these behaviours will be referred to the Disciplinary Chair and may face a Disciplinary Hearing of which one consequence may be dismissal from the College. Some situations may be referred to the Police. Refer to Disciplinary Procedures (Section 4.8) in this Student Handbook.

4.3 Standards of Behaviour**Chiropractic**

All chiropractic students must adhere to the standards of behaviour and ethics that regulate the profession:

- The Health Practitioners Competency Act 2003;
- The New Zealand Chiropractic Board *Code of Ethics and Standards of Practice*, which can be found in the Chiropractic Centre Student Handbook, the College Library or on the Registration Board website: www.chiropracticboard.org.nz

In summary:

- A student shall not refer to themselves as a chiropractor, or mislead others by their actions or words into believing that they are a chiropractor;
- Chiropractic care shall be performed only under direct supervision of an approved Chiropractic Centre Intern Mentor;
- A student must not at any time say, write or do anything that would damage the reputation of the profession in the eyes of the community;

- The Privacy Act exists to promote and protect the privacy of the individual and must be complied with at all times. This means that no information about, or interaction with, an individual, group or organisation shall be collected, recorded or divulged in any way without the permission of the individual, group or their appointed representative, guardian or the organisation's appointed officer.

Enrolling as a student of the New Zealand College of Chiropractic is the first step in acquiring the knowledge and skills that will prepare and develop you as a person and a professional who can safely, confidently and compassionately care for others as a chiropractor. Your education experience and the diverse community at the College will stimulate and challenge the way you view the world and provide you with many opportunities to learn from each other through the diverse perspectives other people bring to the College.

- Students are expected to uphold and advocate for the College's position statements on healthcare choices, including:
 - **We will not single out, segregate, deny opportunity, ostracise, stigmatise, or discriminate against any student, employee, or visitor based on their vaccination status or personal choices relating to healthcare and interventions.**
 - **We embrace the ethical principles of informed consent and support personal autonomy in making healthcare decisions.**

Unacceptable Standards of Behaviour

- Wilful or negligent conduct or damage to property in the Chiropractic Centre, College or community is unacceptable.
- Harassment, be it on the grounds of race, gender, sexual preference, religious belief, political belief, healthcare choices, age, physiology or anything else is unacceptable.
- Breaches of ethical standards, guidelines and rules and Chiropractic Centre guidelines will be dealt with in accordance with the Regulations outlined in the Chiropractic Centre Handbook.

Failure to uphold accepted standards of professional, or acceptable and ethical, behaviour can result in the student being referred to the Disciplinary Committee, of which one consequence may be dismissal from the College.

Professionalism

The Bachelor of Chiropractic is a five-year professional degree which carries the honorary title of Doctor upon graduation. Chiropractic students are expected to act in a professional manner at all times.

Professional behaviour means taking responsibility for your actions and considering how your actions impact others and showing respect for and consideration of others. It means working effectively with others and advocating in an appropriate, respectful and responsible manner, taking into consideration the complexity and context of each situation.

One of the elements of professionalism is building effective rapport with each other, faculty, staff, practice members and the community. It means establishing and maintaining appropriate boundaries and respecting the diversity of race, gender, religion, sexual orientation, age, disability, socio-economic status and healthcare choices.

A professional resolves conflict in a manner that respects the dignity of every person involved and considers the good of all.

A professional uses language that is appropriate for the environment.

Chiropractic students are expected to act in accordance with the College values of Gratitude/Whakamānawa, Integrity/Pono, Vision/Kitenga, Excellence/Kairangi, Love/Aroha and Respect/Kauanuanu.

It is expected that all students maintain an electronic presence that reflects maturity and professionalism.

When appropriate, students should advocate on behalf of others in situations of persecution, inequity, and discrimination.

4.4 Campus Conduct

Children should not disturb classes or students studying in the library or elsewhere.

Pets are not allowed in classrooms. If pets are on campus, they must be under control and excrement cleaned up and disposed of in rubbish bins.

The campus is non-smoking and non-vaping.

4.5 Dress Code

All staff and students should be dressed following business casual and professional standards. Students typically wear jeans, casual pants, shorts and skirts, tee-shirts, polos and button casual shirts and casual dresses. Indecent garments are not allowed. For health and safety reasons, all students must not have bare feet on the College premises at any time. Additional restrictions apply in the Chiropractic Centre.

Chiropractic Centre Intern Uniform

The Chiropractic Centre Intern uniform is compulsory for all students. Year 1 and 2 students must wear the Chiropractic Centre polo shirt; black dress pants that are plain, solid, full-length, clean and neatly pressed; black shoes that are clean and polished, and name badge. Coloured socks may be worn but they must be modest.

Students must not wear jeans of any kind in the Chiropractic Centre. Pants must not be corduroy, pin-striped, exercise, or pants that gather at the ankles. Shorts of any length are not allowed. Suede shoes must not be worn. Students must not wear any sandals, jandals/flip flops or clogs, tennis or athletic shoes, hiking, work or combat boots, boat shoes/docksiders or high heels. Students who do not have the correct uniform may be sent home from the Chiropractic Centre or asked to change their clothes.

The Chiropractic Centre Student Handbook has specific information for interns moving into the Chiropractic Centre including dress codes.

Refer to the Chiropractic Centre Student Handbook for more information.

4.6 Use of NZCC Computing and Information Resources

The computer and network systems belong to the College, and must be used for the business, educational and research purposes of the College. The computer resources of the College must be applied and used in a legal and ethical manner that is consistent with the College's educational purposes, policies and professional standards.

All users of computer resources are expected to act in a spirit of mutual respect and cooperation and to use resources in an appropriate manner.

The College deems misuse of computing resources and privileges as unethical and unacceptable. Disciplinary action will be taken against those who misuse resources and privileges.

Authorised users include:

- Students with current study contracts;
- Academic staff (full-time, part-time or contract);
- Administration staff;
- Library staff;
- Other approved users whose access is consistent with the College's purpose, and whose usage does not compromise in any way other users' access to resources.

Students are issued with a college email account in their legal name. The format is Firstname.Surname@chirostudent.nz. In some instances, a surname may be shortened as the email system has limited character spaces. This is the official College communication channel to students. It is expected that all students regularly check their email for College news and information. Lecturer and administration staff email format is Firstname.Surname@nzchiro.co.nz.

4.6.1 Passwords and Authentication

Students must use strong passwords and multi-factor authentication when logging in to College systems. Follow these steps to ensure you have a strong password:

- Your password must meet complexity requirements, e.g. by including a combination of upper and lower case letters, numbers and symbols, and have at least 8 characters;
- Longer passwords are stronger passwords. Use a passphrase made up of a combination of three or more unrelated words incorporating numbers and special characters such as 6BananasPlay#Disco;
- Passwords should not be easy for anyone to guess;
- Students must not share their password with anyone for any reason;
- Don't re-use a password or PIN; don't use the same password or PIN for multiple accounts;
- Don't use the 'remember password' option in a web browser of a shared computer;
- Don't write your password down or store it in an insecure manner.

If you suspect your passwords have become compromised, contact the IT Manager immediately.

4.6.2 Dangerous Links and Attachments

Clicking on untrusted links can inadvertently download malware that may cause whatever damage it is designed to do, e.g. hijacking files or systems and not releasing them until a ransom is paid. Cyber criminals are getting smarter at devising phishing and spear-phishing messages.

Spam containing malware, or asking for confidential/sensitive information, may be personally addressed to you and appear to be targeted specifically to your role.

Be aware that dangerous links and attachments can come from a variety of sources, not just email, such as SMS, QR codes, website links, social media posts or instant messaging apps.

Be aware of any messages you receive that may be questionable, for example:

1. if there is a link you weren't expecting that the sender wants to 'share' with you;
2. the tone/content of the message is questionable – perhaps the sender is asking for a 'favour' to help them out and needs you to reply;
3. the sender's address isn't 100% correct – it may only be the subtle difference of one or two letters.

These are only a few examples. Please be vigilant, and if you receive an email that you're at all unsure about, contact the IT Manager for checking.

4.6.3 Data Protection and Privacy

All students need to play their part to ensure that College information and practice member personal information is protected and not shared incorrectly. Not doing so could result in a privacy breach.

1. Never store personal files on the College IT networks, hardware or software where the storage of such files affects the functionality of the relevant hardware or software, or if you are in breach of any third-party intellectual property rights. The College reserves the right to delete any or all personal files from College-owned equipment and devices without your prior consent.
2. Never attempt to access any information or files that you are not authorised to.
3. Never store any College information, especially practice member information on any personal cloud-based storage service (such as DropBox, Google Drive, iCloud) or portable storage drives. Only use the approved tools.
4. Be careful when using public AI tools (such as ChatGPT, Bard, Copilot, Bing Chat) not to provide or upload any College information, personal information or practice member information. Any data uploaded to these tools could be shared publicly and result in a data breach.

4.6.4 Student Email Signatures

Students may add an email signature to their student email account using one of two templates available from the Student Drive. Students must use one of the templates provided and are not allowed to set up their own.

4.6.5 Licences and Copyright

Users must comply with all software licences, copyrights and laws governing intellectual property. Users may **not** use the College's equipment to illegally copy software.

In addition to software, all other copyright information (text, images, icons, programs, etc.) may only be used in conformance with the applicable copyright.

4.6.6 Use of Resources

Users may use only those computer resources that are specifically authorised and must have a valid authorised account to use computer resources that require one.

Resources may be used only in accordance with authorised purposes, and users may not use unauthorised access for any other purpose.

Users should be aware that the College does not guarantee the protection of any student work or other material saved by students by College computers to either individual computer drives or shared drives, from erasure or lack of access for whatever reason.

4.6.7 Acceptable Use

The use of computers and internet must not be illegal and must be of the highest ethical standard. Further, it means that usage must not include involvement with material unacceptable to the College environment, acts of a malicious or nuisance nature, invasion of privacy, harassment, bullying, hacking, altering the settings on any computer without authorisation, plagiarism, impersonation/identity theft, spoofing, gambling, or cheating in an examination.

4.6.8 Inappropriate Use

Inappropriate use includes, but is not restricted to:

- Using resources for any illegal activity, including violation of copyright;
- Using abusive or objectionable language or material in either public or private communications;
- Using computer equipment to disseminate or display material that may be considered fraudulent, harassing, discriminatory, obscene or threatening; or causing annoyance or inconvenience;
- Viewing pornographic, racist, discriminatory or terrorist material;
- Reading other users' data, information, files, or programs on a display screen, as printed output, or via electronic means, without the owner's explicit permission;
- Circumventing or attempting to circumvent normal resource limits, log-on procedures, and security regulations;
- Using computing resources for purposes other than those for which they were intended or authorised;
- Attempting to modify or remove computer equipment, software, or peripherals without proper authorisation;
- Using of computer resources for private purposes without approval, including (but not limited to) the using of computer resources for profit making;
- Knowingly using any method or system to produce system failure or degraded performance;
- Sending emails to all students at the College. If a need arises to send an email to all students, this can be done through the marketing department. Clubs can communicate via the NZCC Connection Facebook page and their club email distribution lists.

4.6.9 Security

The College takes all reasonable steps to ensure the security of networks, systems and equipment. Anti-virus software is installed on the network; however external material (disks, memory sticks, emails, etc.) still has the potential to infect the system.

Users should be aware of the damage viruses may cause in exposing the College to unnecessary loss and damage and should take steps to ensure that any material used on College equipment is virus free. Users should avoid adjusting settings of any anti-virus software installed on individual computers.

4.6.10 Privacy

The College respects and upholds an individual user's right to privacy but reserves the right to monitor usage and audit the use of systems, networks and equipment to ensure compliance with College procedures, including the monitoring of internet and email traffic.

Users should also be aware that:

- Internet and email use do not guarantee confidentiality or privacy of information; material transferred in these ways may be at risk of detection by a third party;
- Email messages may be used as evidence in New Zealand Courts, and the College can be required to provide copies of email messages for discovery purposes.

4.6.11 Wireless Access

The College, at its discretion, grants students access to the wireless networks (WI-FI) from students' devices. Information about the College WI-FI is available from Reception.

- Students must ensure that they have up-to-date and appropriate anti-virus security tools enabled on all devices accessing the College WI-FI;
- The College reserves the right to track internet usage, activity and content usage over the wireless network, and will take action against any activity that is deemed in breach of the Use of Computing and Information Resources Policy. The College reserves the right to block any user from the WI-FI who is deemed to be abusing the WI-FI service.

4.6.12 How to Request IT Support

If students have a technical problem related to internet, WI-FI, printing or Library computers, they should report it to the IT Manager through Reception. If the student's computer problem is found to be unrelated to the College network, then the College reserves the right to charge for the IT support services.

If students require their computer to be set up on the College WI-FI or printing system, they should contact the IT Manager.

4.7 Intellectual Property Rights

All student scripts, models, designs, research, and works, including those produced for assessment are the property of the student who originated them. This is on the condition that the original content was not a product of shared discussion with other students, Lecturers or external parties.

Where a student's material, be it for assessment, project, research or demonstration, is the result of collaboration or supervision, then this must be acknowledged when the material is presented for public scrutiny.

Lecturers may only use the work of students with the consent of that student. Students may contribute by assisting the Lecturer or contributing data and information or ideas and theories. The student's contribution must be acknowledged.

The intellectual property rights of external parties are not to be infringed.

4.8 Disciplinary Procedures

Any student failing to comply with the requirements of the College Policies and Procedures, Programme Regulations, Chiropractic Centre Guidelines and Rules or Standards of Behaviour, or who engages in unacceptable behaviour, may be investigated and face a Disciplinary Hearing.

The Disciplinary Chair is granted delegated authority by the Academic Board to direct disciplinary investigations and Hearings on their behalf.

The Vice President Academics may chair or appoint a Chair for any Disciplinary Hearing. The Chair appoints disciplinary committee members to hear the case. A minimum of three members but not more than five members (including the Chair) will be appointed.

An investigation can include review of the evidence, interviews with the student, staff, other students, practice members, and others who may be related to the situation, and can request written statements. Evidence may also include a review of video footage from security cameras. Evidence collected in the course of the investigation may be used in the Disciplinary Hearing.

If an investigation leads to a Disciplinary Hearing, the following procedures apply:

- The student is notified in writing of:
 - The allegations;
 - The procedures that will be followed;
 - The date of the Hearing;
 - Their rights in defence.
- The student is invited to submit a statement about the incident;
- The student is invited to appear before the Disciplinary Committee and if the student declines to appear, the Hearing will proceed;
- The student may be accompanied to any Hearing by a student representative and/or up to two support persons of their choice;
- The student may present additional evidence in defence;
- The Disciplinary Committee may hear any evidence it considers relevant;
- Evidence reviewed by the Disciplinary Committee at the Hearing will be provided to the student;
- The Disciplinary Committee decision is notified to the Academic Board by the Disciplinary Committee Chair;
- The Disciplinary Committee Chair notifies the student of the decision.

The purpose of the Disciplinary Committee is to:

- Give a fair and impartial hearing to both sides;
- Record a judgement with itemised justifications;
- Determine a penalty should the allegation be proven;
- Report the decision to the Academic Board and the student.

The Disciplinary Committee may impose one or more of the following penalties:

- A reprimand;
- Require the student to complete a task/s;
- Require the student to make restitution;
- Require the student to undertake additional training that is related to the issue such as an academic integrity course or similar;
- Require the student to complete an alternative assessment;
- Reduce the mark awarded for assessed course work or project;
- Fail a student from a course;
- Suspend the student from the College for a stipulated period;
- Limit or prohibit student attendance to any class or classes for a stipulated period;
- Dismiss the student from the College;
- Report the offence to the police. If the offence is of a very serious nature, the College may report to the police immediately upon being aware of the situation.

The student concerned will be informed in writing of the outcome of the Hearing, of any penalty imposed and of the student's right of appeal. Any public minutes or reports of the Hearing will refer to the student by their ID number only; however, administrators and Lecturers will be informed as part of the College's responsibility to manage student affairs such as attendance and grades.

Any student who fails a course as a result of disciplinary action will receive a Fail grade.

Any student on disciplinary suspension is unable to reschedule a missed assessment and will receive no credit for any missed assessment in the period they are suspended.

A student who has been suspended as a result of disciplinary action automatically loses privileges to College facilities including the Gold Lounge, Library and the gym. A suspended student may apply to the Vice President Academics to regain some privileges during the time of their suspension.

4.8.1 Disciplinary Decision Appeal

A student may appeal a decision of the Disciplinary Committee on the following grounds:

- There has been an error of procedure; or
- The penalty is deemed/considered too severe given the nature of the complaint.

Any appeals against the decision of the Disciplinary Committee shall be submitted in writing to the President within ten (10) calendar days of the communication to the student of the decision. The student must detail in their submission why they believe the disciplinary decision should be appealed.

The President may allow an appeal outside this period if the student can show good reason why a delay occurred. However, no appeal will be considered if it is not lodged within three months of the date of the notification of the original decision.

The penalty of the original decision from the Disciplinary Hearing stands while under appeal.

In respect of any appeal, the following procedures will apply:

- The President may Chair or appoint a Chair for any Appeals Hearing. The Appeals Committee will conduct a Hearing including a review of the evidence. The purpose of the Appeals Committee is to make a recommendation to the President;
- The President appoints the Appeals Committee Members to hear the case. A minimum of three members but not more than five members (including the Chair) will be appointed;
- The student will be informed of the procedures that will be followed, including a Hearing date;
- The student is able to submit additional evidence to support their appeal;
- The student can choose to be accompanied to the Hearing by a student representative and/or up to two support persons of their choice;
- The Appeals Committee may hear evidence as it sees fit including requesting additional evidence;
- The Appeals Committee notifies the President of their recommendation;
- The President may accept or reject the recommendation from the Appeals Committee;
- The President has the right to make their own decision regarding the Appeal but must consider the recommendation from the Appeals Committee;
- The President notifies the student, and the Disciplinary Chair who will notify the Academic Board.

Refer to External Complaint Procedures in this Student Handbook to understand your rights if you are dissatisfied with the College's internal procedures. Please note there are two different procedures depending on whether you are an international or domestic student.

4.9 Student Concerns, Complaints and Grievances

4.9.1 Student Concerns

The first person a student should discuss course or Lecturer concern is with the Course Lecturer.

(If the concern is regarding an exam or assessment irregularity, students should **not** speak to the Course Lecturer. Refer to the Assessment Policies in this Student Handbook to understand the process to deal with an assessment irregularity concern.)

If the issue is not resolved, the class or intern representative is the next step. The Student Support Ambassador, Head of Department or Associate Dean are also available to informally discuss student concerns.

Student Reps should also be the first point of contact if the class has an issue with a policy or a concern.

Individual concerns that remain unresolved regarding the academic programme should be directed to the Vice President Academics. Other College-related concerns can be directed to the President.

The College is unable to accept complaints for situations that occur at private events or outside the College campus. The College can provide support to all students affected and the likely action would be referral to the College's counselling service.

The College welcomes student feedback and input. Do not hesitate to discuss any concerns, suggestions or ideas. College faculty and staff are always willing to listen.

4.9.2 Student Concern Regarding Harassment or Bullying

The first step a student should take if they feel they are being harassed or bullied is to speak to the person directly and tell them to stop the behaviour.

If this approach is not successful or it is difficult to approach the person, seek guidance from the NZCSA, any staff member or the staff members who are specifically trained in supporting students and staff who feel they are being harassed:

Katt Allen: kathryn.allen@nzchiro.co.nz
 Walid Bashouri: walid.bashouri@nzchiro.co.nz
 Hannah Gaskin: hannah.gaskin@nzchiro.co.nz
 Matt Sherson: matthew.sherson@nzchiro.co.nz

Students can also speak with Dr Marina Fox (Vice President Academics) or Sarah Gilmore (Student Support Ambassador) who can provide information on College policy and discuss options available to deal with a particular concern.

Students who would like to make a formal complaint should refer to the process detailed in the next section and also refer to the definitions under the heading Unacceptable Behaviours (Section 4.2) in this Student Handbook.

4.9.3 Complaints and Grievances

Formal Complaints and Grievances will be received and addressed in line with the following principles:

- All complaints will be taken seriously;
- Issues are to be resolved as close to the complaint as possible;
- The rules of natural justice will apply;
- Timeliness of resolution is a factor;
- Staff and students have the right to expect protection against frivolous or vexatious complaints.

College procedures are not intended to prevent the resolution of issues by following informal processes, which often offer the best chance to resolve issues when and where they happened. In these instances, no official records of issues, resolutions or people involved are kept.

Using informal processes should not prevent either party from moving to a more formal process as required.

4.9.3.1 Complaints and Grievances Concerning College Policies, Administration and Decisions

Students who wish to make a complaint regarding the fairness or consistency of a policy or administrative decision of the College should:

- Approach the appropriate Head of Department, Associate Dean or executive staff member;
- Prepare a written complaint or sign a written complaint form after discussion with the appropriate department.

A complaint form is available at Reception, and complaints are forwarded to the Vice President Academics.

Students may choose to seek the support of another student, the New Zealand Chiropractic Students' Association or another member of the College staff in presenting or resolving the complaint or grievance.

The Vice President Academics will interview the complainant and any other party and may appoint an independent person to assist in achieving a resolution through mediation.

The Vice President Academics will provide a written response to the complainant.

Written records will be held by the Vice President Academics for analysis and ongoing quality improvement but will be kept in such a way that will protect the confidentiality of the student.

4.9.3.2 Complaints and Grievances Concerning Professional Conduct

Staff and students of the College are expected to behave according to the College Code of Conduct and College values as outlined in this Student Handbook.

Any faculty member, staff member or student who wishes to make a formal complaint regarding the professional conduct of another staff member or student should:

- Approach the appropriate Head of Department, Associate Dean or executive member of staff;
- Prepare a written complaint or sign a written complaint form after discussion with the appropriate department.

A complaint form is available at Reception, and complaints are sent to the Vice President Academics.

Students may choose to seek the support of another student, the New Zealand Chiropractic Students' Association (NZCSA) or another member of the College staff in presenting or resolving the complaint. Associate Deans at the College are designated and trained as contact persons who will listen to a complaint, give information on options available, and give counselling and support to the complainant. The contact person will respect the complainant's wishes and feelings.

Options available to complainants include:

- Discussion with no further action;
- Supported informal communication between the complainant and the other party;
- Informal communication by the contact person with the other party.

The complainant need not be personally identified to the respondent; however the detail provided must be sufficiently clear for the respondent to understand the nature of the complaint. In some situations, it may be impossible to pursue a complaint unless the complainant agrees to be personally identified. Both parties have the right to seek advice from independent advisors at any time.

The Vice President Academics may appoint at least two Complaints Officers to consider the complaint and response, and to interview both parties and appoint a Complaints Manager to manage the complaint.

If a formal complaint is made, the Vice President Academics, Complaints Manager or the Complaints Officer will interview the complainant and any other party involved.

The Vice President Academics or the Complaints Manager may appoint an independent person to assist in achieving a resolution through mediation. If mediation is inappropriate or unsuccessful, the Vice President Academics or the Complaints Manager will put the complaint in writing to the respondent, along with advice to

consult his or her colleagues or professional association and specifying any details that must be included in a response.

The respondent must make a response to the complainant in writing within ten (10) days of receiving the written complaint.

If the complaint is substantiated, resolution will be sought either through informal processes or through the formal disciplinary provisions.

The Vice President Academics or the Complaints Manager will provide a written response to the complaint.

Written records will be kept on file, and a record will be kept on the academic or personal files of the complainant and respondent.

You can make a complaint as a group or get someone to do it for you. The person making the complaint will need written permission.

4.9.3.3 External Complaint Procedure for International Students

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you follow the right steps.

Here is what you need to do:

Ask the College to resolve your complaint

The College is your first point of contact for any complaint you have.

Refer to the Complaint Process in this Student Handbook and follow this process to see if your complaint can be resolved by the College.

If your complaint is not resolved – contact NZQA

If the College has not resolved your complaint, and you still wish to have it resolved, then you can contact the New Zealand Qualifications Authority (NZQA). NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA [website](#).

If you need more information on the Complaints Process, contact NZQA on 0800697296, or visit their website: <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Or – if it is a financial dispute – you can contact FairWay Resolution

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

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800774422.

New Zealand's quality standards

All international students enrolled at the College are covered by the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) [Code of Practice](#).

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- The quality of teaching and learning you receive will meet high educational standards;
- The marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you;
- Education providers' agents give you reliable information and act with integrity and professionalism;
- You will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation;
- You are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand;
- Your study environment is safe, and you have a safe place to live.

About the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The New Zealand Government's Pastoral Care Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website, [Code of Practice](#).

About NZQA (New Zealand Qualifications Authority)

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

4.9.3.4 External Complaint Procedure for Domestic Students

If you are a student, and you are not satisfied with the College's formal complaint process, you can raise your concerns with NZQA.

An NZQA staff member will consider the information you provide and advise you whether NZQA can accept it for investigation as a formal complaint.

NZQA might not be able to accept your complaint for formal investigation if:

- the issue is from too long ago;
- it relates to matters that fall outside of NZQA's jurisdiction;
- it is already being investigated by another agency;
- it is clear that the organisation has fully and appropriately dealt with the issue;
- there isn't enough evidence.

If NZQA does carry out a formal complaint investigation, both you and the College will have the opportunity to provide information, and NZQA will write to you to advise you of its findings.

For information about the NZQA Complaints Process and to download a complaints form, go to the NZQA website:

<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

If your concerns relate to:	You could contact:
Course-related costs or travel allowances for a TEC funded course	Tertiary Education Commission
Discrimination	Human Rights Commission

4.10 Safe Practice

One of the key purposes of the College's Quality Management System is to provide reassurance and confidence to all parties that appropriate decisions will lead to appropriate actions in all foreseeable situations.

It is important that the College's academic programmes and systems are designed to provide appropriate protection and support for all parties: the public, practice members, students, staff and trustees of the College.

Systems should also provide the College with the confidence that should an allegation be made relating to unsafe practice, it is more likely to result from a misunderstanding than from inappropriate action on the part of any student or staff member.

To this end, the College will:

- Ensure that clear instruction is provided to all students before they enter the Chiropractic Centre on the rights of all practice members, professional (intern) interaction with practice members, appropriate conduct in sensitive conditions, and how to ensure that chiropractic care does not infringe these rights. This will occur primarily in the pre-chiropractic courses;
- Ensure that the Chiropractic Centre Student Handbook references and reinforces the New Zealand Chiropractic Board Chiropractic Code of Conduct;
- Ensure that Chiropractic Centre Intern Mentors regularly monitor student practice to ensure that it is safe and not open to misinterpretation;
- Ensure that the Chiropractic Centre Student Handbook has procedures for receiving and processing complaints or allegations of misconduct in the Chiropractic Centre. These procedures will ensure that:
 - Complaints and allegations of breach of the Code of Conduct are taken seriously and investigated before any action is taken;
 - Allegations of inappropriate conduct are not discussed in public until they have been formalised;
 - The College will at all times endeavour to maintain the confidentiality of all parties involved in a complaint or allegation;
 - In the interests of student and public safety, the College may raise issues identified as a result of complaints or allegations with staff and students. General discussion/instruction relating to these issues will be undertaken in a general way, without referring to specific incidents;
 - Respect, protect and support students and staff while allegations or complaints are being investigated. This principle will apply across all levels of the College, from students to trustees.

4.11 Student Representatives

The role of Student Representatives is an important mechanism for communication between students and the College. The relationship may at times become difficult, as Student Representatives may also have a concurrent role as students of the College. Student Representatives and staff should be clear in any situation as to which role they are adopting.

The relationship between the College and Student Representatives needs to be built on mutual respect, trust and honest communications.

If at times this relationship is at risk, Student Representatives and/or College staff should protect the relationship by involving third parties in discussions.

The New Zealand Chiropractic Students' Association has a delegated authority from the College to represent students, and each year has elected Student Representatives.

Student Representatives are elected by their peers each year to represent year groups and interns.

Refer to the New Zealand Chiropractic Students' Association (NZCSA) and Class Representation Policy (Section 6.10) in this Student Handbook for more information.

4.12 Health and Safety Requirements (see also Appendix D)

All students have a duty of care to ensure they are responsible for their health and safety. Students must report any potential hazard or accident to Reception. Students must comply with all health and safety instructions or directives.

Any student who wilfully acts in an unsafe manner, disregards a health and safety directive, or fails to follow health and safety policies, may face disciplinary action and this is considered serious misconduct.

Any chemical substances that may be used as part of laboratory study or in any situation must be handled and used in accordance with the instructions given.

COVID-19

The College maintains a COVID-19 Pandemic Plan that sets out the requirements, processes and responsibilities for the Government's various legislations and mandates.

The College's position regarding healthcare choices including the COVID-19 vaccinations supports an individual's informed choice/decisions consistent with the NZCC values and philosophy, and consistent with the regulatory guidelines that apply to the NZCC as an education and healthcare provider.

These statements may be updated as the current COVID-19 situation evolves, particularly in relation to any government legislation on this and related topics.

General Position Statements

- We will not single out, segregate, deny opportunity, ostracise, stigmatise, or discriminate against any student, employee, or visitor based on their vaccination status or personal choices relating to healthcare choices and interventions.
- We embrace the ethical principles of informed consent and support personal autonomy in making healthcare decisions.
- We support health promotion and preventative strategies aligned with the Chiropractic Principles and encourage mental, social, spiritual, and physical wellbeing.
- We embrace every individual's right to make informed, personal decisions concerning whether to accept or reject medical and other healthcare interventions.

4.13 Serious Misconduct**4.13.1 Reporting Serious Misconduct to the New Zealand Chiropractic Board**

The College has a responsibility to report any incident in which a student is found guilty of serious misconduct to the New Zealand Chiropractic Board.

4.13.2 Serious Misconduct: Dismissal from the College

The Disciplinary Committee, on behalf of the Academic Board, determines the outcome of a student guilty of serious misconduct, of which one consequence may be dismissal from the College.

4.14 Guidelines for Referencing Chiropractic in a Public Setting

Students of the College must adhere to the New Zealand Chiropractic Board's guidelines when referencing chiropractic in all public and social media platforms. For clarification on the New Zealand Chiropractic Board's related policies, go to www.chiropracticboard.org.nz

4.14.1 Guidelines for Facebook and Other social media

When using social media, as in all other situations, it is expected that College students will demonstrate respect for co-workers, other students, the College and the profession.

The College respects the right of students to engage in constructive conversation regarding chiropractic by adding value to social media discussions without obscenities, ethnic slurs or degrading personal remarks, or raising topics that may be offensive (for example, religion, politics or personal healthcare choices).

Social media profiles should not include the College name or any related entity (e.g. NZCC Chiropractic Centre).

The College accepts that social media can be used as a forum to post general comments about work (e.g. “Glad It’s Friday – big week with student exams”). This example is appropriate as exams are public knowledge; however, care must be taken that comments do not reveal confidential or private College information. Additionally, unless explicitly authorised, students must not use social media for official College communication.

When using social media, students should:

- Use their best judgement in posting material online, ensuring it is neither inappropriate nor harmful to others, including other students, staff or the chiropractic community. This includes posting commentary, content or images that are discriminatory, defamatory, pornographic, proprietary, harassing, litigious or that can create a hostile environment.
- Be mindful of privacy settings and appreciate that ‘private’ comments may not be private.
- Respect copyright laws.
- Be respectful.

If an error of judgment is made, students should take responsibility for the error and correct the mistake by removing or modifying the offending post or comment.

As a student of the College, it could be interpreted that your comments represent the views of the College. Students should be mindful of this and ensure it is clear that your comments are your own, and that you are not representing the official views of the College.

If a student sees something posted that is disparaging about the College, chiropractic, or the profession, they may be tempted to join in the online debate. These posts are generally best left to lose momentum without commenting, in order to prevent attracting undue interest from online audiences, and unintentionally giving the post credibility by engaging with it. Time will see the post lose interest as new content is generated in the forum.

If a student feels compelled to respond to a post, they should ensure that they have the correct facts and state they are not representing the views of the College. Students should avoid saying anything contradictory to any public information about the College. If in doubt, it is recommended that students check with the College before posting or commenting.

Students should not speak for the College, or publicly commit the College to an opinion on any issue unless the person has been authorised to do so by way of job description or direction by the President.

Comments or posts that embarrass, trash, criticise or make fun of students, staff, the College and chiropractic in general, are unprofessional and serve no one.

Social media comments or posts that breach College guidelines are subject to disciplinary action.

4.15 Functions and Extra-curricular Activities

All College-approved extra-curricular activities and functions must fulfil the following criteria:

- Be approved in writing by the General Manager Operations;
- Have a clearly identified host or responsible person;
- Have a clearly defined programme and arrangements in place to ensure success;
- If alcohol is to be sold, the College must adhere to the Sale and Supply of Alcohol Act 2012.

The following conditions apply:

- No alcohol is to be sold without a valid Special Liquor Licence;
- The Host or Responsible Person will confiscate unofficial alcohol; it will not be returned to the owners.
- If alcohol is to be served at an event, organisers must gain approval from the General Manager Operations and provide a host plan with their request;
- All College policies and procedures are applicable to official College extra-curricular activities

and functions whether they are held on campus or off-site;

- Students may use/hire College rooms for College functions and club meetings. Application forms to use College facilities are available at Reception and are approved by the General Manager Operations.

Unofficial or private gatherings of any groups of College students, staff or faculty do not constitute a College meeting/activity/function. The College takes no responsibility for any such meetings or any outcome of such events and meetings.

4.16 Legal Name

Students must use their legal name on all College formal communications and ID forms including ID card, Microsoft Office 365 and email account, assignment submissions, tests and exams, all academic and formal forms.

4.16.1 Changing Legal Name

To change a legal name, students must provide an original copy of a divorce decree, marriage certificate or passport to the Registrar.

4.17 Photographs and Recordings

The College advises that it regularly films and photographs students at the College and/or participating in College events and that these non-formal photographs and videos are posted on the College's social media pages and used in College newsletters, photo boards, websites, etc.

If a student does not wish to be filmed or photographed, they should move away from the camera. They should also inform the event organiser and the photographer.

The College will make every endeavour not to record a student who does not wish to be recorded if the student has informed the College as outlined above. The student must also take responsibility to remove themselves from any recording, group photo, etc., if they do not want their image to be used by the College.

Students may request a non-formal image to be removed by emailing the General Manager Operations.

Any photograph used in any **formal** promotional material will only be done so with the student's written permission. Formal material is usually in connection with a brochure and may include a professional photo shoot.

4.18 Recording Academic Content

Students should be aware that the content and delivery of the academic programme is protected by copyright and College policy.

Recording any content (lecture and practical courses) is at the discretion of the Lecturer and/or the College. If students wish to make a recording, they must seek permission from the Lecturer concerned **PRIOR** to making the recording. The College owns the copyright of all academic content and in some situations uses material belonging to others under licence solely for the educational purposes of the College.

All content provided by the College or use of any private recording is for the purpose only of private study or research. Students may share content on the course Microsoft Teams page.

Under no circumstance may you make a further copy or sell, alter or further reproduce or distribute any part of recorded content to any other person or media, social media or private chat platforms.

Failure to comply with the terms of this policy may result in legal action for copyright infringement by the copyright owner, and/or disciplinary action by the College.

5.0 ENROLMENT AND FINANCES

5.1 Enrolment Deposit Refund Policy

Applicants who have met the admissions criteria and who are offered enrolment to the College must pay a deposit by the due date to guarantee their place. For domestic applicants, the deposit is \$500, and for international applicants the deposit is \$1,000. By paying the deposit, the student accepts all conditions relating to meeting the admissions criteria including the requirements for conditional enrolment.

The enrolment deposit is not refunded if the applicant withdraws their enrolment offer or enrolment before the semester start date or fails to meet the conditions for enrolment.

Applicants who complete their enrolment and attend classes the first day of the semester will have their deposit refunded to them to a nominated New Zealand bank account.

In the event of serious illness, accident or circumstances beyond the student's control that result in the student withdrawing their enrolment before the semester start date, the student may apply to the Vice President Academics for a partial or full refund of the enrolment deposit.

Suitable documentary evidence must accompany the application. Applications must be received within thirty (30) days of the student's notification they are withdrawing.

The Vice President Academics will review the application and forward it to the Admissions Committee for consideration.

Students should note that the Tuition Fee Refund Policy applies from the semester or course start date.

5.2 Tuition Fees Payments

Every year, the Government regulates the maximum level by which tertiary education organisations can increase tuition fees through the [Annual Maximum Fee Movement](#) (AMFM) for domestic students. For 2024 the AMFM has increased tuition fees by 2.8%.

In addition to tuition, the Tertiary Education Commission (TEC) provides funding to the College for domestic students based on an agreed funding rate. The annual funding is determined by the number of approved full-time students.

International tuition is reviewed annually by the Board of Trustees and students should expect an increase in their annual tuition fees. The annual increase for 2024 tuition was 0%.

For current tuition rates, refer to the [website](#) under Fees and Finance.

Tuition fees must be paid in full by the notified date. Students may be withdrawn from unpaid courses.

Annual tuition fees are due on the first day of Semester 1.

Tuition payments can be paid in cash, by bank cheque and through internet banking. Credit card payment for tuition fees incurs a 2% surcharge. This only applies to tuition fee payments. The College accepts Visa and MasterCard.

Students who receive financial aid must meet the due dates and obligations required of their financial aid provider so that they meet the College payment due date. Failure to meet financial aid obligations that result in late payment to the College is subject to the College's Failure to Meet Financial Obligations Policy (Section 5.4). Students should refer to this policy to fully understand their financial obligations to the College.

The course fee of the course or courses that the student enrolls in determines the total tuition fee for the student. Refer to the Enrolment Form for tuition fees. Some course fees vary. Students should refer to the Enrolment Form for costs related to each course. Enrolment Forms are available online using the link you were emailed.

All dollar amounts quoted in this Student Handbook are in New Zealand dollars.

Private party cheques must clear from the College Bank Account before refunds and credits are processed.

Payment plans for tuition fees are available in special circumstances if a student is facing financial hardship. Payment plans are applied for through the College's Finance & Accounting Manager and approved by the Vice President Academics. Contact the Finance and Accounting department for payment plan information.

Nadesan Nanthakumar
nadesan.nanthakumar@nzchiro.co.nz
 (09) 526 6785

Third Party Payments: Tuition fee refunds or excess payments are referred to the originating payer. Exceptions to this rule apply when tuition fees are paid by College-recognised financial aid lending institutions.

5.3 **Compulsory Student Services Fee**

The College charges all students, irrespective of full or part-time study, an annual Compulsory Student Services Fee (CSSF). The College follows the Ministerial Direction from the Ministry of Education in the management of these funds. This includes (but is not limited to) consultation with the New Zealand Chiropractic Students' Association as to the types of services that are delivered with the CSSF funds, financial reporting and allowable categories on which the funds may be spent. The NZCSA is responsible for consulting with students and ensuring their feedback is considered regarding expenditure. The fee is \$300 per year, which is invoiced at the time of enrolment. Students who are only enrolled in the Chiropractic Supplementary Paper are exempt from the CSSF. The CSSF is due on the first day of Semester 1. Students who are enrolled in one course in any semester within the academic year will pay a discounted rate of \$150.

5.4 **Failure to Meet Financial Obligations**

The College reserves the right to impose the following actions for any outstanding debt and resources owed to the College or the New Zealand Chiropractic Students' Association by any student:

- Withhold results;
- Withhold eligibility to graduate;
- Withdraw from classes;
- Restrict enrolment.

5.5 **Tuition Fee Increases**

Tuition fees for future years are subject to change at the discretion of the College. If tuition fees change, the College will notify students with reasonable notice.

5.6 **New Zealand Student Loans and Allowances (StudyLink)**

New Zealand citizens and permanent residents have access to New Zealand Government student loans and allowances through StudyLink, although conditions do apply. For up-to-date information relating to the New Zealand Student Loan Scheme, check the StudyLink website:

www.studylink.govt.nz

StudyLink
P O Box 38610
Lower Hutt 5045

Phone: 0800889900

Students are encouraged to apply for and complete student loan information early to ensure StudyLink and other loan providers make payment to the College by the tuition due date. The Admissions Office manages StudyLink and other financial aid loan providers.

The College is required to notify StudyLink of the enrolment status of all students receiving StudyLink funds including any changes to enrolment within five (5) working days of the change. For example, if a student receives a Recognition of Prior Learning credit or withdraws from a course, the College must notify StudyLink within the five (5) day timeframe.

5.6.1. Enrolment Status for Title IV U.S. Financial Aid

The College is required to report the enrolment status of any student receiving Title IV U.S. Financial Aid funds every sixty (60) days. The enrolment status can affect a student's financial aid including the grace period for repayment of loans. For example, if a student withdraws or defers for any reason, their enrolment status will change to 'Withdraw'. This may trigger the grace period for loan repayment. If the student re-enrols within the allowed timeframe, the status will be updated.

5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy

Date	Administrative Fee for a Refund	Results Recorded	Process and Approval
Prior to the semester or course start date:	Tuition Fee and Compulsory Student Services Fee – 100% refund. No refund for Course-Related Costs.	No results recorded	A new student must withdraw through the Admissions Office.
Within ten (10) working days of the semester or course start date:	<p>Domestic student: A student will be charged 10% of their semester tuition fee, or \$500, whichever is the lesser amount.</p> <p>There is no refund for Course-Related Costs or the Compulsory Student Services Fee for Domestic students.</p> <p>International student: A student will be charged 25% of their semester tuition fee.</p> <p>There is no refund for Course-Related Costs or the Compulsory Student Services Fee for International students.</p> <p>Students receiving U.S. Financial Aid are subject to U.S. Financial Aid policies.</p>	No results recorded	<p>An existing student must withdraw through the Registrar's Office and the Vice President Academics must approve the withdrawal. <i>Application for Withdrawal/Deferment</i> forms are available from Reception.</p> <p>A new student must withdraw through the Admissions Office.</p>
After ten (10) working days of the semester or course start date:	<p>No refund.</p> <p>Students receiving U.S. Financial Aid are subject to U.S. Financial Aid policies.</p>	<p>Withdrawal 'WD'</p> <p>If the course is 75% or more complete at the time of withdrawal, the result recorded is an 'F' – Fail.</p>	An existing student must withdraw through the Registrar's Office and the Vice President Academics must approve the withdrawal. <i>Applications for Withdrawal/Deferment forms</i> are available from Reception.

To withdraw or defer from a course or courses or from the programme, a student must complete a withdrawal/deferment form available from Reception. The date of the withdrawal or deferral is the date the form is completed in full and submitted. A partially completed form will not count towards the withdrawal or deferral date.

The Refund Policies apply to all students including students eligible for the Fees Free programme.

5.7.1 Exceptional Circumstance Rule

In the event of serious illness, accident or exceptional circumstances beyond the student's control arising before the mid-point of a course, which prevent a student from completing the course, the student may formally apply to the Vice President Academics under the exceptional circumstances rule for a partial refund. Students must submit their application to the Vice President Academics within ten (10) days of the withdrawal or deferment date.

Suitable documentary evidence must accompany the application.

The Vice President Academics will review the application and forward it to the Admissions Committee for consideration and approval.

If approval is granted under the exceptional circumstances rule, the course will show as a Withdrawal on the student transcript.

If approval is granted for a partial refund, the refund is calculated as follows:

- Before Week 4 of an eight-week course: 50% of the **unused** fees;
- Before the end of the mid-semester break for a single semester course: 50% of the **unused** fees;
- Before Week 12 of a Chiropractic Practice course: 50% of the **unused** fees.

There are no refunds after the above dates under any circumstances.

The Exceptional Circumstance Policy does not apply to students receiving U.S. Financial Aid as the College is obligated to adhere to the refund policy under U.S. Financial Aid.

5.7.2 Refunds for Title IV U.S. Financial Aid

There is no refund available after the above dates, except for students receiving U.S. Financial Aid. The College is required to perform calculations in accordance with the U.S. regulations for Return of Title IV funds and use the R2T4 worksheets provided by the U.S. Department of Education to determine the percentage of Title IV Aid "earned" by the student. Refunds are calculated by:

1. Determining the withdrawal date and the percentage of the semester attended by the student. A student's withdrawal date is one of the following:
 - The date the student began the withdrawal process (the date they notified the Registrar's Office of their intent to withdraw);
 - If the student never began the withdrawal process or otherwise gave notice of intent to withdraw, the mid-point of the semester;
 - If the student did not begin the withdrawal process or otherwise gave notice (including notice from a person acting on the student's behalf) to the institution of the intent to withdraw because of circumstances beyond the student's control (e.g. illness, accident, grievous personal loss) the date based on the circumstances related to the withdrawal;
 - The date that can be documented based on the student's attendance at an academically related activity.
2. Calculating the amount of Title IV Aid earned by the student:
 - The amount of aid earned by the student is determined by multiplying the percentage of the payment period completed by the total amount of aid disbursed, or that could have been disbursed;
 - If the percentage of the payment period completed is more than 60 per cent, the student has earned 100 per cent of the aid.
3. Comparing the amount earned and amount disbursed to determine the amount unearned;
4. If the aid already disbursed equals the earned aid, no further action is required;
5. If the aid already disbursed is greater than the earned aid, the difference must be returned to the lender within forty-five (45) days of the date of determination;

Total Disbursed Aid – Earned Aid = Unearned Aid to be Returned

6. If the aid already disbursed is less than the earned aid, then the College will calculate a post-withdrawal disbursement:
 - Calculate the portion of funds to be returned by the institution and by the student;
 - The post-withdrawal disbursement must be made from available grant funds before available loan funds;
 - If outstanding charges exist on the student's account, the College may credit the student's account up to the amount of outstanding charges with all or a portion of any grant funds or loan funds if the U.S. Financial Aid funds receiver wishes that;
 - The College will disburse directly to a student any amount of a post-withdrawal disbursement of grant funds or loan funds that is not credited to the student's account any later than forty-five (45) days after the withdrawal date as defined within the post-withdrawal disbursement process;
 - The College will obtain confirmation that the U.S. Financial Aid funds receiver still wishes to have the loan funds disbursed as outlined in this section (5.7.2 Point 6) before it can disburse any loan funds that make up the post-withdrawal disbursement;
 - The College will provide within thirty (30) days of the date that the College determined that the student withdrew, as defined in Point 1 of 5.7.2, a written notification to the U.S. Financial Aid funds receiver, that:
 - Requests confirmation of any post-withdrawal disbursement of loan funds that the College wishes to credit to the student's account in accordance with U.S. law, identifying the type and amount of those loan funds and explaining that U.S. Financial Aid funds receiver, may accept or decline some or all of those funds;
 - Requests confirmation of any post-withdrawal disbursement of loan funds that the U.S. Financial Aid funds receiver can receive as a direct disbursement, identifying the type and amount of these Title IV funds and explaining that the U.S. Financial Aid funds receiver may accept or decline some or all of those funds;
 - Explains that the U.S. Financial Aid funds receiver, who does not confirm that a post-withdrawal disbursement of loan funds may be credited to the student's account may not receive any of those loan funds as a direct disbursement unless the institution concurs;
 - Explains the obligation of the U.S. Financial Aid funds receiver to repay any loan funds they choose to have disbursed; and
 - Advises the U.S. Financial Aid funds receiver that no post-withdrawal disbursement of loan funds will be made, unless the College chooses to make a post-withdrawal disbursement based on a late response in accordance with U.S. law, if the U.S. Financial Aid funds receiver does not respond within fourteen (14) days of the date that the College sent the notification, or a later deadline set by the College.
 - The deadline for a U.S. Financial Aid funds receiver, to accept a post-withdrawal disbursement must be the same for both a confirmation of a direct disbursement of the post-withdrawal disbursement of loan funds and a confirmation of a post-withdrawal disbursement of loan funds to be credited to the student's account;
 - If the U.S. Financial Aid funds receiver submits a timely response that confirms that they wish to receive all or a portion of a direct disbursement of the post-withdrawal disbursement of loan funds, or confirms that a post-withdrawal disbursement of loan funds may be credited to the student's account, the College will disburse the funds in the manner specified by the U.S. Financial Aid funds receiver no later than one hundred and eighty (180) days after the date of the institution's determination that the student withdrew, as defined in Point 1 of 5.7.2;
 - If a U.S. Financial Aid funds receiver submits a late response to the institution's notice requesting confirmation, the institution may make the post-withdrawal disbursement of loan funds as instructed by the U.S. Financial Aid funds receiver (provided the College disburses all the funds accepted by the U.S. Financial Aid funds receiver), or decline to do so;
 - If a U.S. Financial Aid funds receiver submits a late response to the institution and the institution does not choose to make the post-withdrawal disbursement of loan funds, the institution must inform the U.S. Financial Aid funds receiver in writing of the outcome of the post-withdrawal disbursement request;

- If the U.S. Financial Aid funds receiver does not respond to the institution's notice, no portion of the post-withdrawal disbursement of loan funds that the College wishes to credit to the student's account, nor any portion of loan funds that would be disbursed directly to the U.S. Financial Aid funds receiver, may be disbursed.

If Title IV funds need to be returned, the institution has to return funds first. The College must return the lesser of the unearned aid, or the sum of the institutional charges multiplied by the percentage of aid unearned. Then, if the amount that the College is responsible for returning is less than the total amount of aid that needs to be returned, the student is responsible for the remainder. The order in which funds are to be returned to the various programmes is as follows:

1. Unsubsidised Federal Stafford Loans;
2. Subsidised Federal Stafford Loans;
3. Federal Plus Loans.

The College must return the funds within forty-five (45) days of the date that it determines the student has withdrawn. However, the student may repay loans under the terms and conditions of the loans. The student may choose whether or not to repay in full at the time of withdrawal, but for the purposes of the calculation, the amount owed counts as part of the student's share of the repayment.

5.8 Student Fee Indemnification Policy

The New Zealand Government has established a student fee protection policy to protect student fees.

All student fees are deposited into the WMASL - NZ College of Chiropractic Student Fee Trust. The College can withdraw from this account on a consumption basis, monthly in arrears, as regulated by the New Zealand Qualifications Authority. The guideline for withdrawals is stated on the Enrolment Form.

5.9 Additional Course-Related Costs

At the end of the academic year, a Course-Related Costs document becomes available for the next academic year. This document is uploaded to the College website. The College notifies students via their College email when this information becomes available. There are no refunds for course-related costs.

5.10 Residency Status Change

If the residency status of an international student changes, the student remains an international student and pays international tuition fees to the end of the semester in which the student notifies the Registrar's Office of their residency status change. The status change takes effect the following semester.

5.11 Minimum Enrolment Date

The College determines the dates that Enrolment Forms are due. The College is not bound to accept Enrolment Forms after the due date. Students will not be permitted to enrol in a course ten (10) days from the course start date.

6.0 PASTORAL CARE AND STUDENT SERVICES

6.1 Accommodation

The College does not provide accommodation facilities. Suitable accommodation in the central city and Ellerslie/Mt Wellington areas is readily available. It is recommended that applicants explore options as soon as possible. Accommodation is sometimes advertised on the student information notice board in the Gold Lounge, on the NZCSA Chiro Trade Facebook page and on trademe.co.nz

6.2 Childcare

The College does not provide childcare facilities.

6.3 Chiropractic Care in the Chiropractic Centre

All students and employed staff and faculty and their immediate families are encouraged to receive regular chiropractic care from student interns at the College's Chiropractic Centre.

Chiropractic care is provided free of charge, however those receiving care are encouraged to make a nominal donation of \$35 per year to the Centre for Chiropractic Research. Donations can be made at either the Chiropractic Centre or Reception. The donation is a tax credit for New Zealand citizens and permanent residents.

Pre-chiropractic students who have applied to the College have the same access to free Chiropractic care as students.

X-rays are provided free of charge to students.

6.4 Chiropractic Centre Access

The Chiropractic Centre is open to the public from 1pm to 7pm, Monday – Friday. Student interns are able to access the Chiropractic Centre from 11am, Monday - Friday. For more information, refer to the Chiropractic Centre Student Handbook.

6.5 Counselling

Counselling appointments are offered throughout the semester twice a week. There is no charge to students. Appointments are held in the Student Support Room, Level 1, Kura Building.

The Counselling service is managed by an independent healthcare company called Lifespan Counselling & Rehabilitation.

There are several ways to make an appointment:

The Student Support Ambassador can help, OR students can book an appointment directly:

1. Text Lifespan on 0226205544;
2. Email Lifespan Central Office on: info@lifespanhealth.co.nz;
3. Make a web inquiry at Lifespan: www.lifespanhealth.co.nz;
4. Phone Lifespan Central Office: 093775433 OR 09377LIFE.

Include your name, mobile number and preferred option for dates and times to meet with the Counsellor. There is no need to inform the College why you need to make an appointment.

When you request an appointment, please identify that you are a Chiropractic student.

Lifespan will get back to you with an appointment date, time and the name of the counsellor you will be meeting with.

The College prefers that you do not miss classes to attend counselling; however sometimes the situation is such that this may be necessary. If this is the case, a "Wellness Certificate" is provided to include with the Excused Absence Application Form. Forms are available at Reception. The form and certificate can also be submitted through Reception or scanned and emailed to attendance@nzchiro.co.nz

The counselling service is not a 24-hour service. If urgent care is needed:

- Free call or text 1737. This is the Mental Health Foundation national helpline which has trained professionals to support you;
- The Auckland City Crisis Assessment Team number is 0800800717;
- Go to an accident and emergency centre. The closest one to the College is White Cross Lunn Avenue Urgent Care & GP, 110 Lunn Avenue, Remuera 1072;
- Call 111.

Academic Support

Students should make an appointment to see the Student Support Ambassador by contacting them via email at sarah.gilmore@nzchiro.co.nz

The College also offers support for students who suffer from exam stress and/or where study habits are affecting their wellbeing and/or grades. Students should make an appointment to see the Student Support Ambassador or relevant Head of Department or Course Coordinator to discuss their situation.

The College also offers workshops throughout the year to help students develop their study and exam skills. Notices on these workshops are posted on the College's closed Facebook group NZCC Connection, emails or newsletters, Microsoft Teams or screens around campus.

6.6 Lockers and Intern Room Cubbies

Lockers are free and available for Years 4 and 5 interns to support their time in the Chiropractic Centre. If lockers are still available after week three in the semester, students from Years 1 and 2 and 3 may take a locker. Students must provide their own padlock.

In the Years 4 and 5 Intern Rooms in the Chiropractic Centre, interns have access to cubby storage. Students will be asked to identify their cubby at the start of the year.

At the end of the year, all items must be removed from the lockers and the cubby storage. The College will notify students when their items must be removed. Any items left in the lockers, or the cubby storage will be thrown away.

6.7 Information and Communication Technology

The integration of information and communication technologies (ICT) in the teaching and learning programme is an important mechanism for ensuring the currency of information referenced in the programme.

Lecturers will increasingly make use of information and communication technologies. They will provide references to website and database information sources, and where appropriate, assignments will encourage exploration of appropriate sources.

Lecturers will also remind students of the practical and ethical risks of misuse of ICT and information overload.

The Library holds tutorial sessions for students throughout the year on various aspects of information access and use, as well as in-class sessions.

6.8 Library

Officially named the NZCA Centennial Library, the Library provides resources and services to support the teaching, learning and research needs of staff and students.

The Library provides access to a collection of print, electronic and audio-visual resources, as well as collections of anatomical models and promotional equipment.

Students and staff can also:

- Check what is available through the online catalogue accessible via links on the College website;
- Access selected Databases from the Library pages on the College website. Where necessary, log-in details are available from the Library and the Library Resources folder on the Student Drive. The Closed Reserve collection contains required texts and other course-related material, which is issued for two hours' use in the Library only. These items may be identified in the catalogue.

A Student ID is required to borrow material. Please refer to the website, notice boards or Closed Reserve for full details of Library rules and procedures.

A Referencing Guide on citing and referencing sources in assignments according to American Psychological Association rules (6th edition) is provided by the Library. This APA guide is available in Appendix C of this Student Handbook, from the Student Drive, and as a handout. Other APA resources are listed in the Library catalogue.

Tutorials are offered throughout the year on Literature Searching, Referencing and Academic Writing. Information on tutorial times may be found on notice boards and via student bulletins.

Library contact details: (09) 393 9861 or library@nzchiro.co.nz

Library Hours:	7:30am – 7:00pm	Monday – Thursday
	7:30am – 5:00pm	Friday
	12:00 noon – 4:00pm	Saturday
	8:30am – 4:30pm	Term/Semester Breaks
	Closed	Sundays and Public Holidays

6.9 Students with Learning Disabilities

Students must declare any learning disability at the time of enrolment. The Registrar coordinates support for students with learning support needs. The Registrar can be contacted on Louise.Dexter@nzchiro.co.nz

Reasonable instructional consideration is available for students who have been evaluated and documented to have a learning disability. It is the responsibility of the student to provide the College with an up-to-date evaluation outlining their specific learning disability.

The College reserves the right to request that the student be re-evaluated by a trained evaluator if the documentation provided is not sufficient for a proper analysis of the student's academic needs. This process should be completed prior to enrolment at the College.

A student who states a need for special consideration prior to accepting their enrolment offer, or submitting their Enrolment Form if a returning student, will be provided consideration if the College is able to do so.

If a student is diagnosed with a learning disability while enrolled at the College, special consideration will be provided within a reasonable amount of time if the College is able to do so.

If a learning disability is suspected, the student is responsible for the cost of any evaluation. The College reserves the right to require a student with a pre-existing verified learning disability to be re-tested.

6.10 New Zealand Chiropractic Students' Association (NZCSA) and Class Representation

The mission of the NZCSA is to connect with and support students to create their best student experience. With an overall vision of an exceptional NZCC student experience, the NZCSA aims to foster the evolution of its members and build a nurturing community at the College. Working closely with the staff and students, they organise events, resolve issues and facilitate improvements to the learning environment.

Membership of the NZCSA is encouraged, and benefits include discounted events and access to the Student Support Fund, which is a financing option offered to students to help aid the financial load incurred while studying at the College. Cases will be considered on an individual basis and should be emailed to the Student Support Ambassador in the first instance.

The NZCSA operates under a set of rules (the Constitution) and is run by an Executive Council that consists of elected Executive team members who work closely with Class and Intern Representatives and the College's senior management.

There is an annual election by College students to designate the positions of the Executive Council, which takes place at the NZCSA annual general meeting usually held in August. Typically, students who have spent one to two years at the College are nominated and assume these positions on the Executive Council. Current positions include President, Secretary, and Treasurer.

Class and Intern Representatives are elected individuals, voted for by their peers. Each year level at the College has its Class Representative, who reports class issues and/or solutions to the NZCSA Executive team who discuss and resolve these concerns with the College management.

NZCSA and Class Representatives are the vital links between students and the College, ensuring that students are represented in both administrative and academic processes.

President: Katlyn Tulissi
 Secretary: Paige Ace
 Treasurer: EJ Alter

6.11 Local Support Agencies and Contacts

Local support agencies:

<u>Australian Consulate General</u> 188 Quay Street Auckland Central (09) 921 8800	Canadian Consulate Level 9 48 Emily Place Auckland Central (09) 309 3690
United States Consulate General Citigroup Centre 23 Customs Street East Auckland Central (09) 303 2724	Auckland Council Central City Library and Council Services: 44-46 Lorne Street Auckland Central (09) 301 0101
Auckland Libraries (09) 377 0209 Central City Library: 44-46 Lorne Street Auckland Central Panmure Library: 7-13 Pilkington Road Panmure Auckland 1072	Auckland Transport Public transport and AT HOP enquiries: 0800 103 080
Quit Line 0800 778 778 Smoking cessation help	New Zealand Family Planning Panmure Clinic: (next to Panmure Community Hall) 7-13 Pilkington Road Panmure Auckland 1072 (09) 570 9871 Appointments available: Tuesday 9:00am – 5:00pm Wednesday 9:00am – 5:00pm Friday 8.30am – 5:00pm
Ellerslie Medical Centre 41 Robert Street Ellerslie Auckland 1051 (09) 579 6147	Dental Solutions Ellerslie 2/2 Robert Street Ellerslie Auckland 1051 (09) 525 0959
White Cross emergency medical 110 Lunn Avenue Remuera Auckland 1072 (09) 570 8899 Open 8am-8pm	Healthline 0800 611 116 24 hours/7 days Helpline of nurses with health information and advice

Community Law http://communitylaw.org.nz	Citizens Advice Bureau CAB Sylvia Park: Shop N230 Sylvia Park Shopping Centre 286 Mt Wellington Highway Auckland 1061 Opening hours: Monday to Friday 9:30am – 3:00pm JP service: Fridays 1:00pm – 3:00pm (09) 573 5707
Belong Aotearoa (formerly “ARMS”) (09) 625 2440 Support to help newcomer settlement and integration in New Zealand	Anxiety New Zealand Trust 0800 269 4389 24 hours/7 days
Depression Line 0800 111 757 24 hours/7 days	Outline 0800 688 5463 Weekdays 9:00am-9:00pm/ Weekends & NZ Public Holidays: 6:00pm- 9:00pm Confidential & self-affirming LGBTIQ+ support/counselling
Victim Support 0800 842 846 Support for victims of crime & trauma	Lifeline 0800 543 354 24 hours/7days
Rape Crisis 0800 883 300 For support after rape or sexual assault	

6.12 Student Clubs

The College supports and encourages student clubs that are congruent with the mission, core values and ethos of the College. Clubs must have a Student Executive which is responsible for the day-to-day responsibilities of running the club and its meetings.

All clubs must have a faculty advisor or club supervisor, and the Student Support Ambassador of the College, prior to the Club's first meeting, must approve the club and the advisor. Where College facilities are required, the Student Executive must book a room through Reception. The room hire in most cases is free and is determined by the General Manager Operations. All equipment in technique rooms may be used under faculty supervision. Clubs must operate within all policies of the College irrespective of their own terms of reference and agreements. The Associate Dean of Chiropractic oversees the technique clubs.

Club Attendance

- All students may attend any non-technique club;
- Students may attend technique clubs for College core techniques if they have completed, or are enrolled in, the corresponding technique course.

Students may **not** attend technique clubs for techniques not taught at the College until they have completed and passed all of the College core technique courses.

All club attendance is subject to the individual club's terms of reference.

No approved absence from class or assessments will be granted for attendance of any club meeting.

Only College core techniques may be used in the Chiropractic Centre.

Adjusting is not permitted at any club, unless under the supervision of an approved College Intern Mentor or faculty member.

Clubs generally run during the semester, and do not meet during study and semester breaks or during exams.

6.13 Attendance of Extra-curricular Seminars

The College recognises that students are interested and keen to enrich their knowledge. However, the timing of extra-curricular learning, the potential for student overload and the need for contextual understanding should be considered.

- Students may attend any non-technique extra-curricular seminar;
- Students may attend technique seminars for College core techniques if they have completed or are enrolled in the corresponding technique course.

Students should **not** attend technique seminars for techniques not taught at the College until they have completed and passed all of the College core technique courses.

All seminar attendance is subject to the individual seminar convener's terms of reference.

No approved absence from class or assessments will be granted for attendance of any seminar.

Only College core techniques may be used in the Chiropractic Centre.

Adjusting by College students is not permitted at any seminar, unless under the supervision of an approved College Intern Mentor or faculty member and the student has successfully completed CP1.

6.13.1 Attendance of Chiropractic Mission Trips

Students must apply to the Vice President Academics to attend any mission trip. It is strongly recommended to apply prior to making commitment to the intended mission.

The Vice President Academics must approve attendance to any mission trip. Students must have passed the Chiropractic Centre Entrance Exam and registered chiropractors must supervise all chiropractic care provided on an approved Mission.

Students who have not passed the Chiropractic Centre Entrance Exam may still attend an approved mission but may not adjust under any circumstance.

It is a serious misconduct if a student adjusts outside of College policies and the College has a responsibility to report any incident in which a student is found guilty to the New Zealand Chiropractic Board. In addition, the New Zealand Chiropractic Board may also pursue disciplinary action against any student found guilty.

6.14 Pastoral Care Codes

The College is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Refer to appropriate sections in this Student Handbook relating to details of the International Code under International Students (Section 7.11).

The key principles include:

1. A safe and supportive learning environment;
2. Assistance for students to meet their basic needs;
3. Physical and mental health of students;
4. Progress and personal development of students;
5. Inclusive learning environment;
6. Student voice.

The College primarily works with student leaders through the Student Council, and students are encouraged to provide feedback to any faculty, staff or Class Rep, or through the NZCSA which has delegated authority to represent students through the student association. More details are available on the Student Drive.

The Vice President Academics manages compliance to the Code.

7.0 ADMINISTRATION

7.1 College Cleanliness

All students and staff have a responsibility to contribute to keeping the College clean and professional looking.

7.2 Security Cameras and Emergency Exits

The College has a CCTV security system that records 24 hours a day and video is stored for play back. CCTV is monitored. Video can be used in disciplinary investigations, monitoring attendance, and managing the College's security both during campus hours and after hours.

Video footage is held securely in the cloud and can only be accessed by the General Manager Operations and the IT Manager. Any request to review video footage must be approved by the General Manager Operations or the President.

Video footage that is no longer required is securely deleted and this is managed by the IT Department.

The video system is audited annually, and the audits are held in the office of the General Manager Operations.

The cameras are located in the following areas:

Kura Building:

- Reception
- Barnett Theatre
- Ako technique room
- Ako tutorial room

Tua Iwi Building:

- Main Ground Floor Foyer
- Chiropractic Centre Foyer and Entrance
- Intern Rooms Years 4 and 5
- Kelly Theatre
- Palmer Theatre
- Library

Student Hub and undercover car parking

Emergency exits are alarmed and have CCTV. These exits must not be used except in an emergency.

7.3 Communication

- Pigeonholes for staff and Student Reps are at Reception;
- Electronic communications to students are sent via their College email account;
- If you wish to email a staff member, use the format: Firstname.Surname@nzchiro.co.nz (for example, John.Smith@nzchiro.co.nz);
- The Librarian can be contacted by emailing library@nzchiro.co.nz;
- Mail addressed to students can be collected at Reception;
- Students must not send student-wide or class-wide emails unless the Vice President Academics has given explicit permission.

7.4 Copyright

The College has a Copyright Licence that enables staff to include material from a variety of published formats in class material, remembering that all use must be documented. For details, please refer to the Copyright Brochure available at Reception, from Library staff or on the Copyright Licensing website at www.copyright.co.nz

7.4.1 Public Performance Screening Licences

Under the Copyright Act 1994, to screen a film in any format (e.g. 35mm or 16mm, DVD, video cassette, laser disc or use of any form of electronic transmitting device) at the College, you need

the permission of the copyright owner. This applies whether a film or video is shown or intended to be shown in its complete form or only in part.

7.5 Equipment

If any equipment or facility (building) needs repair or maintenance, report this to the Facilities Manager - facilities@nzchiro.co.nz.

7.6 Faculty Office Hours

Members of the teaching faculty have office hours that are posted at the beginning of each semester. These hours are published to allow the Lecturer to be readily available to students on a first come first served basis. If you wish to make an appointment outside of these hours, it is best to contact the Lecturer to confirm an appropriate time.

Campus hours are:	7:00am-7:00pm	Monday – Thursday
	7:00am-5:00pm	Friday (the Chiropractic Centre is open until 7:00pm)
Gold Lounge hours are:	7:00am-7:00pm	Monday – Friday
Lumbar hours are:	8:30am-4:30pm	Monday – Friday

The College is closed on public holidays and for a two-week period at the end of the year over Christmas and New Year.

Refer to the Academic Calendar for dates. The Academic Calendar can be found on notice boards and on the College website.

7.7 First Aid and Medical Care

First Aid kits are kept at Reception, the Chiropractic Assistant's Office in the Chiropractic Centre, Gold Lounge, Gym and the Library. All accidents should be reported to Reception. Accidents or injuries should be recorded in the Accident Register located with the First Aid kit or with Reception. Materials used must be recorded to maintain an adequate supply. There are a number of medical doctors and dentists within easy walking distance of Harrison Road. St John is just next to the College. (Appendices D and E include more First Aid information.)

7.8 Forms

Most forms are available at Reception and the Library.

7.9 Graduation

All students are welcome to attend graduation. Graduating students will need to meet the cost of gown hire, photography and other graduation activities. For information relating to graduation, contact the Events Office.

7.10 Graduation (Degree) Certificates

The degree certificate awarded by the College is a legal document, and only one original can be in existence at a time. The College cannot provide a copy of the degree certificate.

If the degree certificate has been lost, stolen or damaged, a replacement certificate can be ordered by completing a request form and a statutory declaration witnessed by a Justice of the Peace, Solicitor, Notary Public or Officer authorised to take and receive statutory declarations. The costs are outlined on the request form. Forms are available at Reception and can be posted upon request. The College must receive the original form. If the degree certificate has been damaged, the original must be returned with the form.

The College awards the certificate at graduation. Certificates are generally not available prior to graduation. If students would like to request an early certificate, they need to complete the request form. Fees will apply. There is no guarantee that the College can meet the request. If this occurs, the fee will be refunded.

In some jurisdictions where multiple copies of a graduation certificate are required, you may have a certified copy made by a Justice of the Peace or Solicitor.

7.11 International Students

The College is a signatory to [The Education \(Pastoral Care of Tertiary and International learners\) Code of Practice 2021](#)

The purpose of the code is to support the New Zealand's Government's objective for international education by:

- a) requiring all signatories to take all reasonable steps to protect international students; and
- b) ensuring, so far as is possible, that international students in New Zealand have a positive experience that supports their educational achievement.

This means the College has obligations that must be met. These include:

- International students are expected to have 100% attendance. Absences are reported to Immigration New Zealand;
- All international students must have a valid student visa for New Zealand;
- International students are also required to have comprehensive medical and travel insurance.

International students have access to a College emergency 24/7 phone line. The phone number is 0212465603.

The Code of Practice protects the rights of all international students in New Zealand. The College has agreed to observe and be bound by the code. Copies of the code are available from the Admissions Office or the NZQA website (www.nzqa.govt.nz). Any international student who has concerns about their treatment by the College must first raise these concerns through the College's Internal Complaint and Grievance Procedure. Refer to External Complaint Procedure in this Student Handbook for information on lodging a complaint if you are dissatisfied with the College's resolution of your complaint.

If an international student is unsatisfied with the outcome of the complaint process, refer to External Complaint Procedure for International Students in this Student Handbook.

The Admissions Office provides support for international students. They can assist with details about:

- Student visas;
- Student ID cards;
- Tuition fees;
- International student support;
- Official letters, e.g. proof of enrolment letter;
- International student activities, events and living in Auckland;
- Accommodation concerns or cultural adjustment issues.

For more information contact the Admissions officer

(09) 526 6780

admissions@nzchiro.co.nz

7.12 Registration as a Chiropractor

The College does not guarantee the registration to any Chiropractic Board. Students are responsible for understanding **all** the registration requirements for any Board that has jurisdiction in the location in which the student is planning to practise.

Graduates must apply for registration from a number of Chiropractic Boards.

Graduation from the College enables eligibility to apply for registration from Boards worldwide. The Admissions Office can provide a list of Boards that currently accept the College's qualification.

At no stage prior to graduation and registration are students eligible to act or represent themselves as a registered chiropractor.

7.13 Parking and Micro-mobility Support

The College is committed to promoting sustainable and efficient travel options. We encourage students to consider using public transport, e-scooters, bicycles, walking, or car-pooling. Recognising the growing popularity of e-scooters, in 2024 we will be trialling a Micro-mobility Support Programme, aimed at assisting a select number of students with acquiring e-scooters. Further details on this initiative will be provided in due course.

For those who choose to cycle or scooter, we provide undercover bike/scooter parks and suggest students securely lock their bikes/scooters.

A limited number of onsite parks are available for the exclusive use of year 4 and 5 students on a first-come, first-served basis. Senior students are offered onsite parking due to security and safety reasons associated with the need for these students to be present at the Chiropractic Centre until 7:00pm.

Students eligible for onsite parking will be issued a free parking pass, which allows them to park in designated 'chiropractic' areas all day and in patient car parking from 7:00am to 12:30pm. It is essential that the parking pass is visibly displayed on the vehicle's windscreen. Please note that vehicles parked in non-designated areas, or that do not display a parking pass, are subject to being clamped. Clamped vehicles will be released at the owner's expense following payment of a \$50 fine that will be gifted to the Chiropractic Students' Association (CSA).

Security

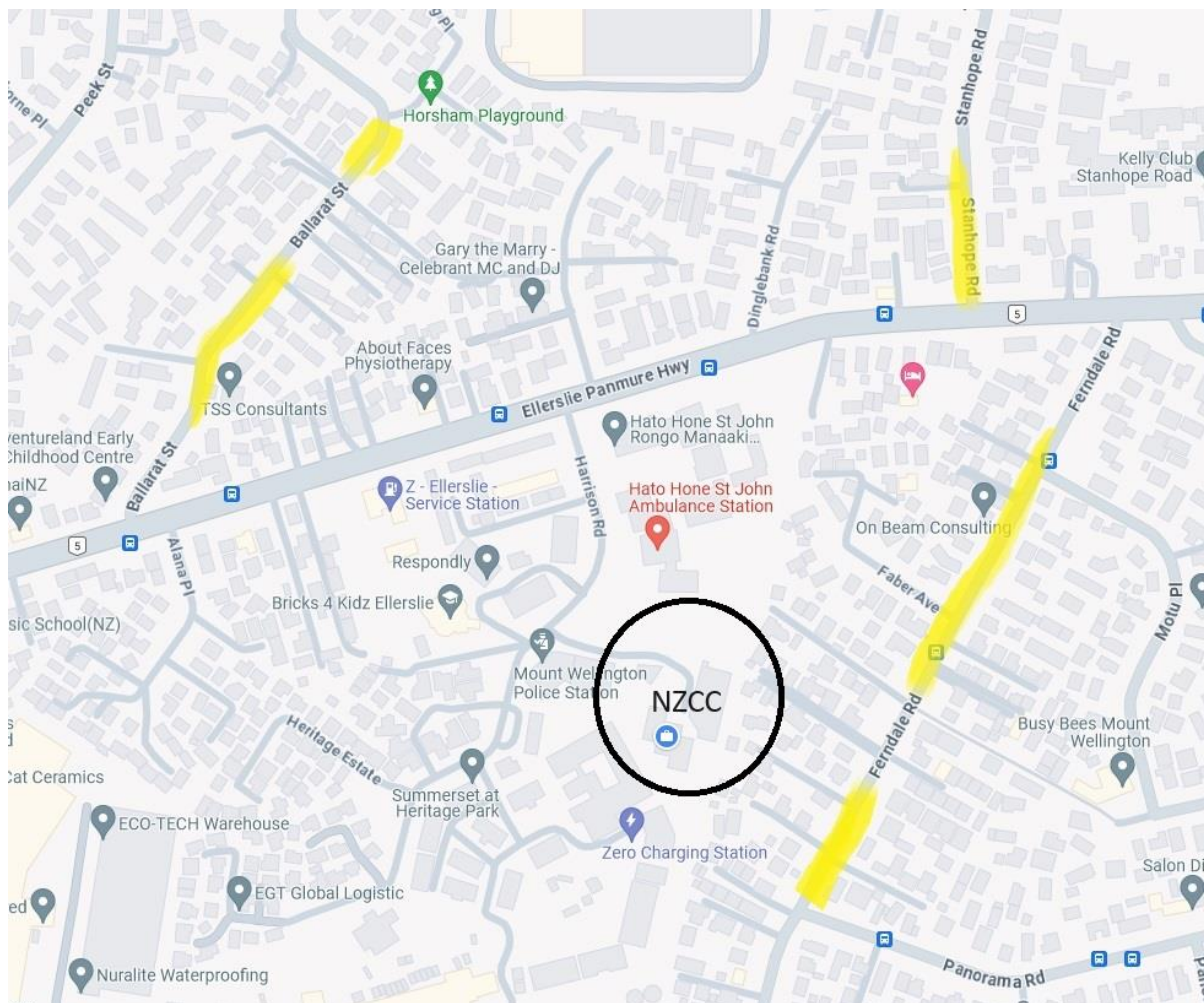
While the College takes reasonable steps to ensure the security of vehicles on its premises, we cannot guarantee complete security. The College disclaims any liability for loss or damage to vehicles, whether due to parking lot use, inability to use the parking lot, negligence, or other causes.

Responsibility for Damage

Students are responsible for any damage caused to the car park by their vehicles or other actions.

Street Parking

For students not eligible for onsite parking, there are several street parking options available around the College. A detailed map outlining these areas is included below for your convenience. There is generally limited street parking available on Harrison Road; however, there are generally parks available within a 10-15 minute walk on Ballarat Street, Ferndale Road and Stanhope Road. Please ensure you do not park across driveways of houses and businesses in our neighbourhood.



7.14 Photocopying

Photocopying and printing are available in the Library and costs 10c per copy; access by using your student ID and a personal PIN. See Library or Reception staff to add funds or credit to your account.

7.15 College Hours

The College campus and facilities are open 7:00am – 7:00pm Monday - Thursday and until 5:00pm on Fridays. Reception is open Monday - Friday 9:00am – 4:30pm. Students are not permitted to be in College buildings after hours without permission. Permission can be obtained from Reception by applying for Room Use. Requests must be approved. The Chiropractic Centre is open from 1:00pm to 7:00pm Monday - Friday.

The Lumbar is open from 7:30am to 4:30pm Monday - Friday.

7.16 Student Identification

During orientation, new students will be issued a six-digit identification number. This will be a unique identifier used for administration and confidentiality purposes. To ensure privacy, students should not divulge their ID number to others. This ID number cannot be changed. For security purposes, students should carry the College ID card at all times. The College ID is required to access secure areas of the College.

7.16.1 Student ID cards

Student ID cards are issued at the time of orientation and are valid for five years. Lost, damaged or expired cards must be replaced. Contact Reception to order a new card. A fee of \$30 applies for a new Student ID card.

7.17 The Gold Lounge

Students can access the student lounge, named after the late Dr Reggie Gold. This is an area available for students to take breaks and socialise. The Gold Lounge has facilities including a ping-pong table, TV, a study area, WI-FI, couches and a kitchen equipped with a fridge, microwave, toaster, sink and water cooler. With a large number of people using the Gold Lounge on a regular basis, it is imperative that all students keep the facility clean and tidy, especially the kitchen. Students are required to wash their dishes and put them away. Dishes left out overnight will be thrown away. The NZCSA manages the day-to-day use of the Gold Lounge.

7.18 Textbooks and Equipment

Textbooks and bound course notes are available for purchase from Reception in limited quantities. Therefore, students must be enrolled in the course to purchase these. Students who are not enrolled in the course may only purchase textbooks and equipment if there is leftover stock or with the permission of the Lecturer.

7.19 Mobile Phones

Mobile phones must not be used during class-time, left unattended or used at any other time when use may disturb others.

7.20 Transport

The College is located near bus stops and bus routes that run along the Ellerslie Panmure Highway. For more information about timetables, contact Auckland Transport, (09) 366 6400 or www.at.govt.nz

7.21 Conflict of Interest and Associated Interest Declaration

The College maintains a Conflict of Interest Register that requires faculty and staff to declare any business or related transaction that could lead to a material conflict between a staff or faculty member and the College including students. A similar register is maintained by the NZQA pertaining to the Board of Trustees and senior managers of the College.

7.22 Facilities

Maintaining the campus facilities is everyone's responsibility. The Facilities Manager will manage repairs and replacements. Students and staff should notify the Facilities Manager of any issue or concern on the facilities email address facilities@nzchiro.co.nz

7.23 Students Soliciting Donations

Students are involved in many charitable events and are often asking staff and other students to donate to a variety of causes. Students can with permission from the Vice President Academics:

- Set up a table or a stand in the foyer during assemblies;
- Contact marketing@nzchiro.co.nz and ask for their information to be distributed to staff and students;
- Place a poster in the staff kitchen or in the student hub;
- Organise bake sales.

Students must not directly ask staff or students to donate money via email, in person or using the student email system.

7.24 Working and Calendar Days

For the purposes of this Student Handbook, a working day is a business day that the College is open. A calendar day includes days the College is closed such as weekends and public holidays.

7.25 Record Management

7.25.1 Applications

Applications and associated information from the Admissions process are included in the student academic file. Applicant files that have been inactive for two or more years will be destroyed.

7.25.2 Enrolment Records

Enrolment records are kept for each student. Enrolment information includes:

- Full name and address of the student;
- Contact details for the student;
- The student's national student number (where the student has a national student number);
- Nationality and whether a domestic or international student;
- The start and finish dates of the education or training;
- Details of the student meeting the entry requirements of the education or training including, where applicable, scores for English language entry requirements.

7.25.3 Student Academic Records

Records of individual student achievement that include the name of the student, the date of achievement and the relevant grade, are kept as a permanent record by the Registrar. Any Recognition of Prior Learning arrangements for individual students, and the evidential basis for them, are kept as a permanent record by the Registrar. Records of student attendance are to be kept by the Faculty Assistant in electronic form for the duration of the student's enrolment. Records of achievement and transcripts are kept by the Registrar and electronically available permanently via the SMS; a hard copy is printed on graduation and kept permanently in the student file. All student assessment materials are kept until twelve (12) months after the student has completed or withdrawn.

7.25.4 Student Access to Their Information

Students have the right to ask the College if it holds information about them, and in most cases, to have access to that information. The request should be in writing and sent to the Vice President Academics. The College will:

- provide assistance to the student in their request;
- transfer the request to another agency if the College does not hold the information but knows someone else who does;
- respond within time limits (as soon as practicable but no later than twenty (20) working days);
- inform the student of the decision; and
- in most instances should make information available in the form requested.

The College may charge a reasonable fee for providing the information.

There is some personal information which may be withheld under the Privacy Act (see Sections 27–29 of the Privacy Act). Generally, the College will withhold information if disclosure will mean:

- the unwarranted disclosure of the affairs of another person;
- if disclosure of information is an evaluation or an opinion compiled solely for the purposes of awarding scholarships or awards, honours or other benefits and the evaluation or opinion was given in confidence;
- a breach of legal professional privilege;
- if the request is obviously not made for any legitimate reason, or the information requested is trivial.

7.25.5 Financial Records

Invoices and receipts paid to the College including course fees and other fees including dates of payment are kept as a permanent record by the Finance and Accounting Office.

7.25.6 International Student Visa and Insurance

Copies of each international student's current visa and insurance information is kept in their Academic file. A summary list is managed by the Recruitment and Admissions Manager.

7.26 Quiet Room

The Quiet Room is for students and staff to have space for quiet contemplation, mindfulness practice, prayer and mums to breast feed. The room can be booked for exclusive use for a maximum of one hour by contacting Reception. Small group activities such as yoga and mindfulness classes can be booked - please see Reception. The Quiet Room is not a meeting room.

7.27 Babies and Children in the Classroom

On occasion a baby or child may be brought to a lecture with their parent or guardian provided permission from the Lecturer has been obtained prior to the course start time. It is up to the Lecturer to grant permission.

The Lecturer may determine the rules regarding babies and children in their course.

If the baby or child is causing a distraction, the parent or guardian must minimise the disruption or leave the lecture.

Babies and children are not able to be in the Intern Lounge or the Chiropractic Centre if their parent or guardian is on shift or scheduled in the Chiropractic Centre.

7.28 Chiro Fit Club (Gym)

Students and staff are able to join the Chiro Fit Club. There is no cost, but all members must complete the Chiro Fit Club Membership application form which is available at Reception. Each year, the club is managed by a student and supported by a faculty supervisor. It is important that all users adhere to the rules on the application form and that are posted in the gym. The College can withdraw gym privileges to any student or staff member who is not adhering to the member guidelines.

APPENDICES

APPENDIX A: Examination Procedures

A. Written Examinations

1. Students are required to be present outside the venue at least five minutes before the start time.
2. Students are required to present student ID to the supervisor in order to be admitted to the examination. ID needs to be displayed clearly on the table. An invigilator will go around and mark roll call using the IDs.
3. Late students can be admitted only if no student has left the examination room.
4. All unauthorised belongings must be placed outside the examination room. This includes watches. The supervisor will remind students of the authorised material they may have with them.
5. All authorised material for the examination must be laid out on the desk tops in clear view.
6. Students may not move furniture or equipment without the specific permission of the supervisor.
7. All papers are to stay untouched until the command to start writing.
8. Students may write the required information on the front of the examination booklets and complete any attendance slips for the supervisor while waiting for the examination to start.
9. Any correction or explanation will be clearly posted on the board and brought to the attention of all students sitting the examination.
10. All answers must be written in only blue or black ink on either the paper provided for the examination, or in the examination booklet.
11. No white out or correction fluid/tape is to be used in any part of the examination booklet or bubble sheet.
12. No student is allowed to leave the examination room temporarily without the permission of the supervisor or without abiding by the instructions and conditions given.
13. No student may communicate with another student in any manner during the examination. The supervisor has full authority and discretion to dismiss any student who is perceived to communicate with any other after one verbal warning has been issued.
14. No student shall bring into the examination room, or conceal on or about their person, any unauthorised notes, diagrams, symbols, or graphics that can be deemed to be associated in any way with the examination process.
15. Where the material is "open book", the student may take into the examination room any written material, books, Acts or references as have been authorised to the students and the supervisor in writing prior to the examination.
16. The student shall accept and obey the procedures of the examination at all times and support the supervisor in providing a fair and equitable examination climate.
17. A student, by their behaviour, must not disturb or distract other students.
18. No student is allowed to leave the examination room finally without handing in all their scripts. In doing so, they forfeit the right to continue any further with the examination and forfeit the right to have that script graded.
19. No student is allowed to remove any paper from the examination room.
20. An additional supervisor/invigilator may be assigned to be present for larger group sizes of students who are taking written examinations.
21. No laptops, cell phones, watches or any other communication devices are permitted in examination rooms.
22. Handwriting must be legible to a reasonable and average person in order for the examination paper to be marked.

B. Practical Examinations

1. All relevant aspects of Section A that apply to practical examinations must be complied with.
2. Conduct of practical examinations may vary with the course. Students will be notified in writing of the requirements at least two weeks in advance of the date.
3. One supervisor shall be present in the holding rooms of the examination.
4. No laptops, cell phones, watches or any other communication devices are permitted in examination rooms or holding rooms.

APPENDIX B: Assignment Guide to Referencing

The quality of assignment presentation is important for communication and professionalism. Every assignment submitted should meet the following requirements:

1. Format

All assignments must:

- ☐ be printed not handwritten (unless specified);
- ☐ be double spaced;
- ☐ have left and right margins of at least 2 cm;
- ☐ be checked for spelling and grammar;
- ☐ have fully labelled pictures, tables, graphs, figures and diagrams;
- ☐ be fully cited (including images, pictures etc. credited) and with a reference list in APA style;
- ☐ have an assignment cover sheet attached.

2. Acknowledging Sources

Sources must be acknowledged, and students must identify all the sources used in an assignment:

- ☐ to prove your work has a substantial, factual basis;
- ☐ to demonstrate the research used to reach your conclusions;
- ☐ to allow the marker or reader to follow-up your references and to check the validity of your arguments for themselves;
- ☐ to protect intellectual property;
- ☐ to protect yourself against **plagiarism**.

As well as acknowledging information in **the body of your work**, a **list of sources** *must* be provided at the end as a Reference List/Bibliography.

If you do not acknowledge a source you are guilty of **plagiarism**. If you have worked on an assignment with another student, make this clear.

3. **Plagiarism** is defined as taking, using, and passing off as your own the ideas or work of another. Plagiarism is cheating and a serious offence and is treated as such by the College. The College will take actions and treat all instances of plagiarism formally. The College takes a number of steps to detect any instances of plagiarism or collusion, including the use of plagiarism detection tools such as Turnitin that check for collusion as well as on-line cheating.

4. Handing in completed assignments

All assignments are to be handed in by 4:00pm on the due date unless otherwise stated in the assignment instructions. The assignment will be stamped with the date it is handed in on, before being given to the Lecturer concerned. The use of an assignment cover sheet is mandatory and requires a signed declaration of originality (see Plagiarism above).

5. Late assignments

If you need an extension for an assignment, you must apply on the appropriate form (available in the Library with the assignment cover sheets) to the Course Lecturer **before** the due date. Late assignments without an extension will be penalised as follows:

- ☐ Less 10% of the final mark for one to three (1-3) days late;
- ☐ Less 20% of the final mark for four to seven (4-7) days late;
- ☐ Less 30% (or no higher than a minimum pass grade) for eight to ten (8-10) days late;
- ☐ More than ten (10) days after the due date, assignment will not be marked;
- ☐ OR as specified in the course outline.

Completed assignments that are not able to be handed in on time due to circumstances beyond the student's control should be referred to the Course Lecturer in the first instance.

Students will receive an email confirmation from Turnitin and if the submission is unsuccessful, the assignment will be considered late.

APPENDIX C: APA Referencing

THIS IS A QUICK GUIDE TO THE APA REFERENCING STYLE (7TH EDITION).

- The American Psychological Association reference style uses the Author-Date format
- Refer to the *Publication Manual of the American Psychological Association* (7th ed.) for more information – this can be found in the Reference section of the Library.

IN-TEXT QUOTATIONS

When quoting directly or indirectly from a source, **the source must be acknowledged in the text** by author name and year of publication. If quoting directly, a location reference such as **page number(s)** or **paragraph number** is also required.

Direct quotation – use quotation marks around the quote and **include page numbers**

Samovar and Porter (1997) point out that "language involves attaching meaning to symbols" (p.188).
Alternatively, "Language involves attaching meaning to symbols" (Samovar & Porter, 1997, p.188).

Indirect quotation/paraphrasing – no quotation marks

Attaching meaning to symbols is considered to be the origin of written language (Samovar & Porter, 1997).

N.B. Page numbers are optional when paraphrasing, although it is useful to include them (Publication Manual, p. 171).

Citations from a secondary source

As Hall (1977) asserts, "culture also defines boundaries of different groups" (as cited in Samovar & Porter, 1997, p. 14).

- At the end of any assignment, the full bibliographic information is required for each source, in a reference list. References must be listed in *alphabetical order by author*.

EXAMPLES OF REFERENCES (BY TYPE)

	In a reference list	In-text citation
1.	King, M. (2000). <i>Wrestling with the angel: A life of Janet Frame</i> . Viking. <i>Note: The first letter of the first word of the main title, subtitle and all proper nouns have capital letters.</i>	... (King, 2000) or King (2000) compares Frame ...
2.	Book with three or more authors (and later edition) Krause, K.-L., Bochner, S., & Duchesne, S. (2006). <i>Educational psychology for learning and teaching</i> (2nd ed.). Thomson. <i>Note: Use & between last authors' names, except when paraphrasing in text, and in citations include only the first author followed by "et al."</i>	(Krause et al., 2006) or Krause et al. (2006) Standard format for 3 or more authors
3.	Book or report by a corporate author e.g., organisation, association, government department New Zealand College of Chiropractic. (2019). <i>Student Handbook</i> . http://chiropractic.ac.nz/wp-content/uploads/NZCC_181119_Student-Handbook-2019.pdf <i>Note: When the author and the publisher are the same, omit the name of the publisher (but add a doi or URL if applicable).</i>	(New Zealand College of Chiropractic [NZCC], 2001) becomes (NZCC, 2001) Group authors may be shortened in later citations if abbreviations are specified
4.	Book chapter in edited book Helber, L. E. (1995). Redeveloping mature resorts for new markets. In M. V. Conlin & T. Baum (Eds.), <i>Island tourism: Management principles and practice</i> (pp. 105-113). John Wiley. <i>Note: Include the page numbers of the chapter after the book title.</i>	(Helber, 1995) or Helber (1995) compares resorts ...
5.	Conference paper online - (refer to the Manual for alternative formats) Bochner, S. (1996, November). <i>Mentoring in higher education: Issues to be addressed in developing a mentoring program</i> . Paper presented at the Australian Association for Research in Education Conference, Singapore. http://www.aare.edu.au/96pap/bochs96018.txt <i>Note: Provide the location of a conference</i>	(Bochner, 1996) or According to Bochner (1996) ...
6.	Course handout/Lecture notes	

- Dobson, G. (2007). *Technique 1* [Course Notes]. New Zealand College of Chiropractic. (Dobson, 2007)
Note: Put format in square brackets - e.g. [PowerPoint slides] [Lecture notes]
7. **Journal article – academic/scholarly (electronic version) with DOI**
 Hohepa, M., Schofield, G., & Kolt, G. S. (2006). Physical activity: What do high school students think? *Journal of Adolescent Health*, 39(3), 328-336. (Hohepa, et al., 2006)
 doi:10.1016/j.jadohealth.2005.12.024
Note: A capital letter is used for key words in the journal title. The journal title and volume number are italicised, followed by the issue number in brackets (not italicised).
8. **Journal article – academic/scholarly from database or print version no DOI**
 Harrison, B., & Papa, R. (2005). Indigenous knowledge programs. *Anthropology Quarterly*, 36(1), 57-72. (Harrison & Papa, 2005) **or** Harrison and Papa (2005) recommend ...
9. **Journal article - academic/scholarly (Internet only – no print version)**
 Pollard, H. (2021, November 3). Reframing a debate in chiropractic. *Chiropractic & Manual Therapies* 29(44) (Pollard. 2021, para. 5) **or** Pollard (2021) suggest “...” (para. 5).
<https://chiromt.biomedcentral.com/articles/10.1186/s12998-021-00401-5>
- Note: Provide a paragraph number for a direct quote**
10. **Magazine article – popular/trade/general interest**
 Goodwin, D. K. (2002, February 4). How I caused that story. *Time*, 159(5), 69. (Goodwin, 2002) **or** Goodwin (2002) defends ...
Note: Full date is used for weekly magazines; month and year for monthly magazines
11. **News site webpage (Not newspaper site). No author**
Chiropractic treatment available on NHS in Cornwall. (2013, August 13). BBC News (Chiropractic treatment, 2013) **or** Chiropractic treatment (2013) reports...
<https://www.bbc.co.uk/news/uk-england-cornwall-23669971>
Note: Website name is not italicised. Abbreviate for in-text citation
12. **Newspaper article – (Print version)**
 Hartevelt, J. (2007, December 20). Boy racers. *The Press*, p. 3. Hartevelt (2007) deplores... **or** (Hartevelt, 2007).
Note: Include p. or pp. before the page number – for newspapers only, not magazines
13. **Newspaper article – (Online version)**
 Nichol, T. (2016, July 31). Caring chiropractor clicks with his tail-wagging clientele. *NZ Herald* <https://www.nzherald.co.nz/lifestyle/caring-chiropractor-clicks-with-his-tail-wagging-clientele/TOTN5FZHN42NTEAEMQFAZ2EZNE/> (Nichol, 2016) **or** Nichol (2016) describes
Note: It is no longer necessary to include the date of retrieval.
14. **Newspaper article with no author**
 Businesses up the ante of parental leave perks as job market tightens. (2022, November 14). *NZ Herald*. <https://www.nzherald.co.nz/business/businesses-up-the-ante-on-parental-leave-perks-as-job-market-tightens/KAHD5KYDBBRNKUVHXYRCJQK2M/> In “Businesses up the ante” (2022) **or** (“Businesses up the ante”, 2022)
Note: Article title comes first. Italicise newspaper title. In the text, abbreviate title and use double quotation marks.
15. **Thesis – Published online**
 Holt, K. (2014). *Effectiveness of chiropractic care in improving sensorimotor function associated with falls risk in older people* [Doctoral dissertation, University of Auckland]. Research Space <https://researchspace.auckland.ac.nz/handle/2292/21935> (Holt, 2014) **or** Holt (2014) showed that
16. **Video (You Tube or similar) -- refer to the Manual for music and other media**
 Rachael Ray Show (2018, September 12). *What to expect during your first chiropractic adjustment* [Video]. You Tube <https://www.youtube.com/watch?v=1IHhQEoHgoc> (Rachael Ray Show, 2018, 2:12)
Note: For AV materials include a format e.g. [Video] in square brackets. Use real name of up-loader if known followed by a username in square brackets, or Username no brackets. Use full date
Give time stamp for direct quotes
17. **Webpages (When multiple webpages are referenced, reference the homepage)**
 New Zealand College of Chiropractic. (n.d.). *Our people*. Retrieved November 15, 2022 from <http://chiropractic.ac.nz/about-our-college/our-people/> (New Zealand College of Chiropractic [NZCC], 2022) **or** New Zealand College of Chiropractic (NZCC, 2022)
Note: date (either date of publication or latest (not reviewed) Update, or n.d. = no date), document title, Name of the website if different from creator, date retrieved if contents are likely to change, URL
Then abbreviate
18. **Figures (including Images) and Tables**
 Illustrations, maps, photographs, graphs, charts, and drawings are referred to as figures. Figures and tables are treated similarly
 Gobius, R. J. (1977). The kiss of life: Practical instruction for a village health worker in Samoa. National Library of Medicine <https://collections.nlm.nih.gov/catalog/nlm:nlmuid-101437274-img> Gobius (1977) depicts **or** (Gobius, 1977).



Figure 1: The kiss of life: Practical instruction for a village health worker in Samoa by R. J. Gobius © 1977 World Health Organisation CC BY-NC-SA3.0

Unless it is your own work, the source must be acknowledged in full with a copyright attribution below the figure as a figure caption – See manual for more information

Creating a Reference List

- The **full** reference details of the sources used in your assignment should be listed at **the end of your assignment** under the heading "References"
- In the APA System, the references are listed in **alphabetical order of authors' names**
- If you have cited **more than one item** by the same author they should be listed chronologically (earliest first), and by letter (1999a, 1999b) if more than one item has been published during the same year
- Where an item has **no author** it is cited by its title and ordered in the reference list or bibliography in sequence by the first significant word of the title (not A, The, etc.).

Punctuation is important when writing your reference list, so be careful in your construction:

- Remember not to italicise the chapter or article title
- Hyperlinks are included
- Structure your reference citations with a hanging indent
- When citing a book, you will need to look for relevant information on the title page and its reverse side. If you are unsure of details, check the library catalogue, or ask library staff.

APPENDIX D: Health and Safety Orientation

HEALTH & SAFETY Basic Guidelines

New Zealand College of Chiropractic is committed to providing a safe and healthy environment for staff, students, clients and others, an environment which is conducive to quality teaching, research and community service.

The Health and Safety Committee ensures this system is in place and includes policy, information, identification and management of hazards, risks and injuries.

Responsibility also lies with the individual to be aware of and report hazards that exist or may arise in the workplace, and to be aware of any evacuation procedures especially in the event of fire and natural disasters.

Students will:

- Take reasonable care of themselves and others, cooperate with the College on health and safety matters and ensure that their acts or omissions do not adversely affect others;
- Not interfere or misuse anything provided for health and safety;
- Report any accidents and incidents (including near misses), non-conformities and damage to buildings or equipment as soon as possible to their Lecturer, the Facilities Manager or to Reception staff;
- Notify the Vice President Academics, Registrar and/or contact appropriate support services to ensure suitable controls to protect them are in place if they have a condition affecting their health which may be caused by or made worse by study activities;
- Follow the requirements of risk assessments and any arrangements made locally;
- Not disturb an accident until clearance is authorised except in certain situations including when persons or property are at risk; and
- Ensure that any appropriate personal protective equipment is worn or used as required;
- Report any Health & Safety hazard to their Lecturer, the Facilities Manager or to Reception staff.

EVACUATION PROCEDURES

Fire Evacuation Procedures

- Green “EXIT” lights are displayed prominently from the ceiling in all areas;
- Fire extinguishers are located in all strategic places in all buildings with instructions in their use displayed on the wall above the fire extinguishers;
- Glass fire switches are also strategically located in all areas in all buildings. These and the fire extinguisher locations are displayed in the floor plans.

Assembly Points

- The assembly point is the carpark at the far end of the drive, opposite the Police Station on Harrison Road.
- The evacuation points are:

For Kura Building:

- Back Door leading from Research and Ako Technique Room;
- Main door from administration and door from Barnett Theatre area through downstairs main door;
- Basement – main front door and back door from Gym.

For Tua Iwi Building:

- Front sliding door at Entrance;
- Side Exit doors from staircases of Library, lecture rooms and Chiropractic Centre.
- **Smoke control and fire stop doors** (all doors in lecture theatres and hallways) must be kept closed at all times unless fitted with “hold open devices” which comply with the building code;
- **Stairways and passageways** are designed specifically for means of escape from fire and must not be used as places of storage or places where refuse is allowed to accumulate;
- **Manual fire alarms**, fire hose reels and fire extinguishers must not be obstructed, and easy access must be allowed to any of these items at all times;
- **If** you discover a fire raise the alarm immediately by operating the nearest fire alarm;
- **Ensure** that the Fire Service is notified by phoning 111. Clearly state **PREMISES NAME, ADDRESS** (including suburb and city) and **NATURE OF EMERGENCY**;
- **Leave** immediately by the **NEAREST** safe exit route. Move quickly but **DO NOT panic or run**;
- **Evacuate** the building promptly, and report at the correct assembly area;
- **Do not** carry water bottles or heavy bags, loose sheets, drinks such as coffee/tea for fear of spillage and falls;
- **Stay** at the assembly area until the “all clear” is given;
- **Under no circumstance should students attempt to drive their car to exit the campus.**

Some common hazards

Slips, trips and falls, cuts and bruises account for most of the accidents in offices and classrooms. Such accidents can easily be prevented by remembering the following points:

In the Buildings:

- **Keep** passageways or corridors clear at all times;
- **Report** loose carpeting or damaged flooring;
- **If** you must carry anything that may obscure your vision, use a trolley or lifter;
- **Wear stable shoes** with non-slip soles.
- **Look** at the direction in which you are walking - watch for trip hazards and report them;
- **If** you find yourself heading for a fall, remember - roll, don't reach. By letting your body crumple and roll, you are more likely to absorb the impact and momentum of a fall without injury. Reaching an arm or leg out to break your fall may result in a broken limb instead;
- **Do not** lean back in chairs;
- **Report** any chair, desk or other furniture damage that could be hazardous.

Electrical Hazards

- **Defective plugs**, sockets and leads cause more electrical accidents than the appliances themselves – report them immediately;
- **Avoid** or minimise the use of adapters. Overloaded sockets can lead to fire hazards;
- **Do** protect keyboards, cables, etc. from liquids e.g. spilled coffee;
- **Do** find out how to deal with an electric shock incident;
- **Do** report electrical equipment which is not working properly;
- **Avoid** electrical leads on the floor (office or lecture room). Cables, wires and computer leads in walkways can cause trip accidents and pulling of power sockets from the wall which is an electrical hazard;
- **Do** read the periodic Health & Safety directives and follow the instructions given.

FIRST AID BOXES are strategically located throughout the campus – look out for the green sticker with a white cross.

If you use any of the contents **please enter details** in the notebook provided.

APPENDIX E: First Aid/Injury Management Procedure

Injury management involves identifying, treating and recovering from injury. It includes emergency procedures. Correct injury management speeds up the recovery and reduces the likelihood of ongoing problems.

First Aid is the first help or treatment given to a casualty before the arrival of further medical assistance (if required).

The goal of performing First Aid is to **PRESERVE LIFE**:

- keep the airway clear;
- check for signs of life;
- stop any bleeding;
- treat shock;
- treat other injuries in order of seriousness.

PREVENT WORSENING:

- never move the casualty unless there is danger, and then move them in a way that will avoid further injury;
- comfort and reassure the casualty;
- give protection from the weather, traffic, and the cause of the initial injury;
- place the casualty in the recovery position if appropriate.

PROMOTE RECOVERY:

- ask someone to call an ambulance or doctor as soon as possible;
- stay with a sick or injured person until help arrives;
- give appropriate First Aid.

The Aims and Benefits of Good Injury Management

Good injury management aims to prevent additional pain or discomfort to the individual and minimise the consequences of the injury. The benefits include reduced acute symptoms (pain, swelling, etc.) and a faster recovery.

Best Practice for the Good Injury Management Process

An injury needs to be evaluated as soon as possible using R.D.R.A.B.C. (Recognition, Danger, Response, Airway, Breathing, and Circulation) and to determine its severity. Decide to act ensuring your own safety.

If emergency treatment is not needed, T.O.T.A.P. (Talk, Observe, Touch, Active Movement, Passive Movement) is an effective tool for further assessment.

The R.I.C.E.D. procedure (Rest, Ice, Compression, Elevation, Diagnosis) should be followed for soft tissue injuries. Manage the injuries using the methods outlined in a regular Red Cross First Aid Course. Call for another person to help and if necessary call for an ambulance (Call 111).

Assessment of Injury - Quick Assessment

If you are able to quickly assess the casualty, obtain the following information:

- Is the casualty awake?
- Can the casualty talk to you?
- Is the casualty breathing?
- Is the casualty bleeding severely?

Use T.O.T.A.P. (Talk, Observe, Touch, Active Movement, Passive Movement) to remember the steps in effective injury assessment:

- **Talk:** Ask the injured person what happened. Where does it hurt? What kind of pain is it?
- **Observe:** Look at the affected area for signs of injury: redness, swelling or other abnormalities compared with the opposite side;
- **Touch:** Lightly touch the area and feel if it is warm or if pain is induced;
- **Active Movement:** Ask the person to move the injured part without assistance;
- **Passive Movement:** If the person is able to move the injured part, attempt to move the injured area through a full range of motion.

The above guidelines do not apply for assessment of head injuries/concussion or suspected spinal injury.

Acute Injury Management

Injuries lead to damage to soft tissues (muscle, tendons, ligaments, capsules, fascia and skin). This results in:

- an abnormal fluid build-up, which is visible as swelling;
- increased pressure caused by swelling which can inhibit healing and cause pain and muscle spasm.

An effective way of reducing the amount of bleeding at the site of injuries such as muscle strains, ligament sprains and bruises is to apply the R.I.C.E.D. procedure and avoid H.A.R.M-ful factors:

- **Rest** minimises further damage. Avoid as much movement of the injured part as possible;
- **Ice** is an effective way to reduce pain and spasm and minimise the swelling caused by bleeding. Wrap ice in a damp towel – do not place ice directly onto bare skin;
- **Compression** helps to reduce bleeding and swelling. It decreases the blood flow by applying pressure to the blood vessels close to the injury site. Care must be taken to ensure bandaging is not so tight that it cuts off circulation;
- **Elevation** of the injured area above the level of the heart will reduce the blood supply that it receives, and swelling will be reduced;
- **Diagnosis** Consult a doctor on site, especially if you are worried about the injury, or if the pain or swelling gets worse. If the pain or swelling has not gone down significantly within 48 hours, also seek treatment.

Avoid the following H.A.R.M-ful factors within the first 72 hours after an injury:

- Heat increases the bleeding within the injured tissues. Hot baths and showers, saunas, hot water bottles, heat packs and liniments should be avoided;
- Alcohol should not be consumed as it increases the bleeding and swelling around soft tissue injuries;
- Repair and regeneration of tissues and rehabilitation of injuries can only begin after the swelling has disappeared. Increased bleeding and swelling consequently lengthens recovery time;
- Alcohol masks the pain of an injury (an important indicator of injury severity) and can delay injured persons in seeking treatment;
- Running or exercise of the injured part can cause further damage and increase the severity of acute injury. Activity should not be resumed within 72 hours unless approved by a doctor;
- Massage causes an increase in bleeding and swelling and should be avoided in the initial stages of an injury.

PRINCIPLES OF ICE TREATMENT

- Re-use ice during rehabilitation if any swelling or pain occurs;
- Continue this frequency for the first 48 hours;
- Apply ice for 20 minutes every two hours;
- Apply ice as soon as possible after injury.

First Aid Action also includes:

If you are not sure whether the Emergency Services are needed, call anyway; they can help you decide.
REMAIN CALM AND TAKE A DEEP BREATH BEFORE DIALLING.

Always DIAL 111 as soon as possible to get help on the way.

The following information will be required by the ambulance controller:

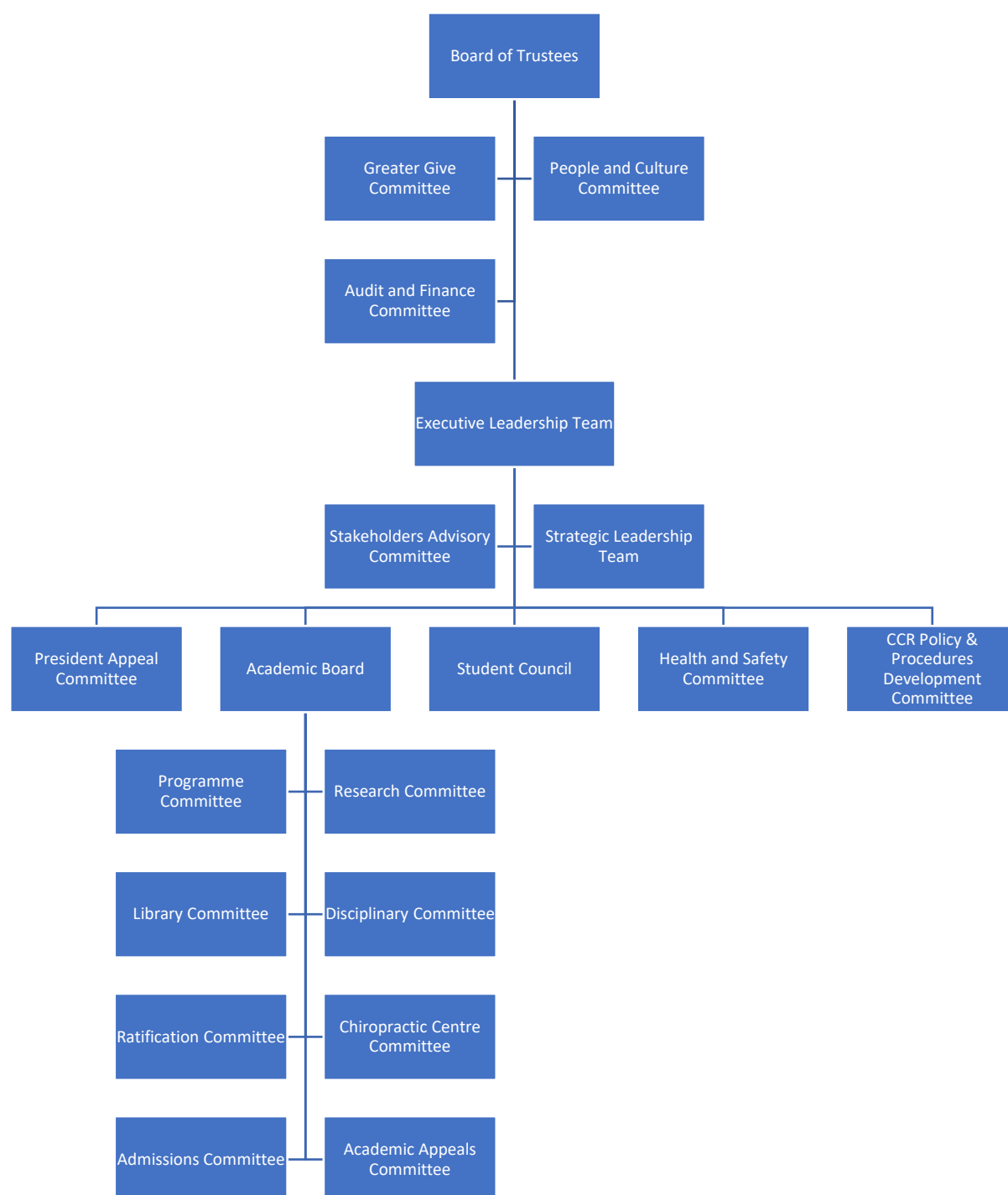
- the address of the incident, including suburb and city;
- the telephone number you are calling from;
- what has happened;
- the number of people who are ill or injured.

Tell the ambulance service what you find in your quick assessment. This can give them an indication of how severe the injury or illness is.

If you feel you are unable to do anything, at least **CALL FOR HELP**.

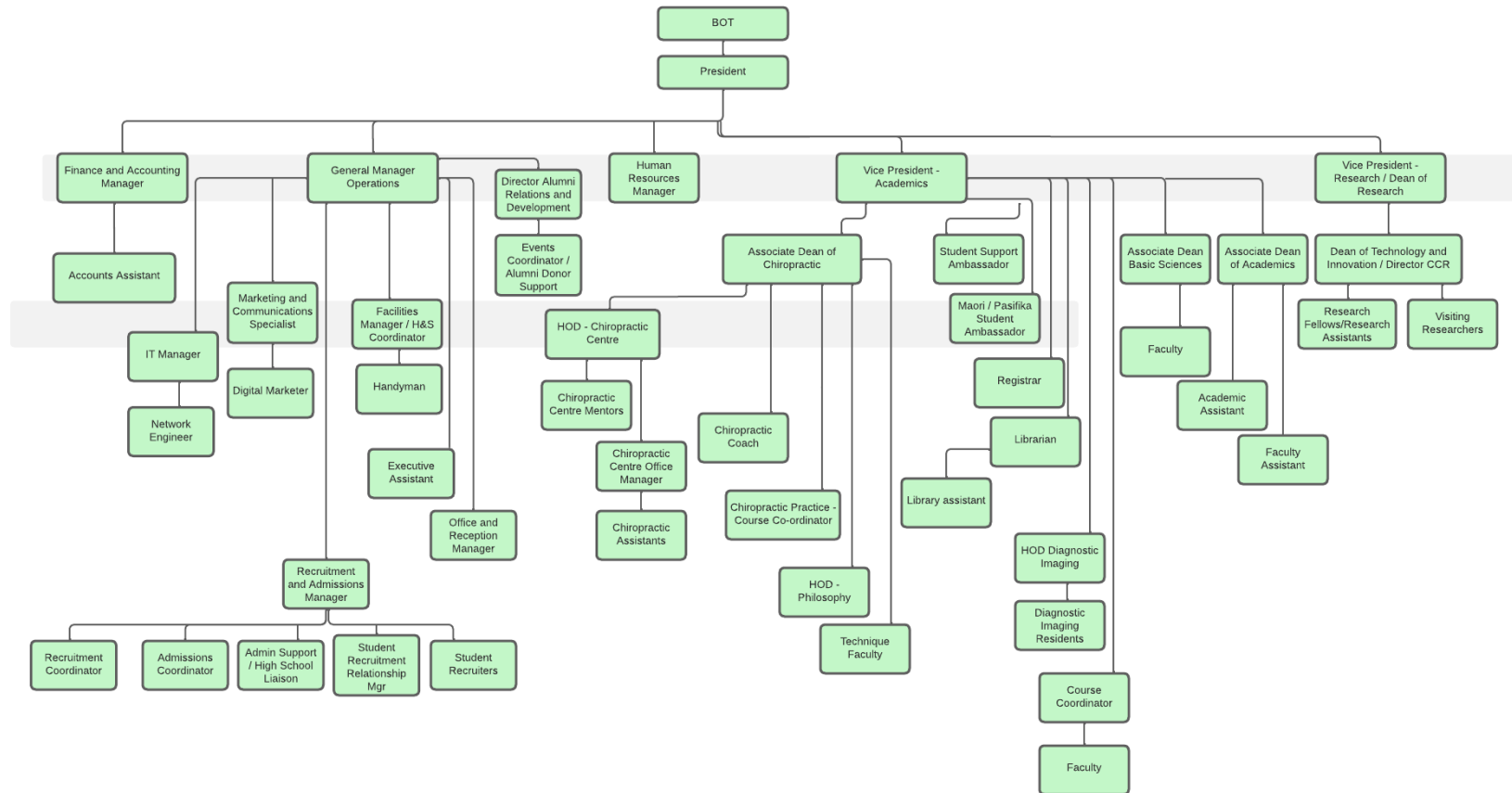
Finally, if you have only used the services of the First Aid Box, please remember to enter date, material used and the quantity in the notebook provided; as well as inform Reception staff of the incident/accident.

APPENDIX F: College Committee Structure



APPENDIX G: College Organisational Chart

New Zealand College of Chiropractic Organisational Chart



APPENDIX H: U.S. Federal Student Aid Policy - SATISFACTORY ACADEMIC PROGRESS

U.S. Federal Law 34 CFR § 668.34 requires the New Zealand College of Chiropractic (the College) to ensure that all U.S. Federal Student Aid (FSA) students enrolled at the College meet the minimum Satisfactory Academic Progress (SAP) requirement as part of an academic review at the end of each semester.

Students receiving FSA will have their academic progress assessed at the end of each payment period (semester).

The assessment will consider the following:

- **QUALITATIVE COMPONENT**
Academic Standing - Satisfactory grade point average (GPA)
- **QUANTITATIVE COMPONENTS**
PACE – A measure of a student’s progress toward completion of their programme of study; and
Maximum Timeframe - Timeframe eligibility for degree completion.

For students to remain eligible for FSA, they must meet the minimum requirements for the above-mentioned components, as well as the College Academic Progress policy and Immigration New Zealand visa legislation.

Any study completed at the College while not receiving FSA will also be included in determining SAP.

QUALITATIVE COMPONENT

Academic Standing (GPA)

First-year of study – Students must maintain at least a GPA of 2.0 (C average or above) after the completion of each semester and cumulatively over the period of the student’s first academic year.

Subsequent years of study - Students must maintain at least a GPA of 2.0 (C average or above) after the completion of each semester and cumulatively over the student’s programme of study.

Students enrolled in academic programmes, which are longer than two years, must achieve a minimum GPA of at least 2.0 (C average or above) at the end of the second academic year.

QUANTITATIVE COMPONENTS

Maximum Timeframe of Completion

For the purposes of FSA, the maximum timeframe in which a student borrower may receive FSA cannot exceed 150% of the minimum length of programme.

A student is ineligible for FSA when it becomes impossible for the student to complete the programme within the maximum length of programme.

See details for the College programme below:

Programme	Length	Credits for completion	Maximum timeframe 150%
Bachelor of Chiropractic	4 years	480 credits	6 years

Pace of Completion

A minimum percentage of points (credits) attempted must be successfully completed cumulatively by the end of each academic year to maintain a satisfactory pace toward degree completion and remain eligible for FSA.

Students must successfully complete **66.67%** of all points (credits) attempted cumulatively during their study, including accepted transfer points (credits).

To determine if you have maintained a satisfactory pace of progression toward your degree, you will need to know how many points(credits) you have attempted and completed during your studies. Divide the number of points (credits) successfully completed by the number of points (credits) attempted to calculate your percentage.

Students access their results at the end of each semester via the student portal.

For example:

Earned points (credits)	Attempted points (credits)	PACE calculation	SAP evaluation
40	60	$40/60=66.67\%$	Has MET SAP
18	54	$18/54=33\%$	Has NOT MET SAP
36	54	$36/54=66.67\%$	Has MET SAP

A student is ineligible as soon as it becomes mathematically impossible to graduate within the maximum timeframe allowed.

Other Points to Note

Generally, all periods of a student's enrolment count when assessing progress, even periods when the student did not receive FSA. Some examples of changes to enrolment and how these impact on the measurement of SAP are outlined below.

The policy is at least as strict as the policy the institution applies to a student who is not receiving assistance under the title IV, HEA programs.

TRANSFER OF CREDITS AND REPEAT COURSES

Credits completed and awarded from previous study and that count towards the programme at the College are included in the SAP assessment of maximum timeframe and pace of completion. The length of time that the student has credited to the College will count towards maximum timeframe; and the points credited from the other institution are counted as part of the total allowed points for pace for both completed and attempted.

Courses credited that do not count towards the programme at the College will not be included in the SAP assessment. The credited courses from another institution will not count towards the cumulative GPA component.

Incompletes and Withdrawals

Grade Point Average exclusions e.g. Did Not Complete (DNC), Withdrawals (WD) and Fails (F) are included in the calculation of the maximum timeframe and pace of completion; however, they are not included in the calculation of the cumulative GPA.

Withdrawal from a course or courses can affect a student's eligibility for FSA if it means that they will not complete their programme within the maximum allowed timeframe and pace of completion components.

Withdrawal from a course could affect a student's eligibility for FSA if it means that they are not enrolled at least half the time for that semester. Students who have received approval by the College to reduce their course load in one or more semesters are still required to meet SAP to remain eligible to receive FSA.

Repetitions (repeat course due to Failed Grades)

Papers previously awarded FSA may be eligible for further aid. To be considered for funding:

- a student must have met SAP;
- the course was completed but a passing grade was not achieved; and
- the course or courses are required for degree completion. A course may only be repeated once for FSA funding purposes. All courses will count towards cumulative GPA, timeframe, and pace components.

Deferment

An approved period of deferment (Leave of Absence) would not be counted towards the qualitative or quantitative standards but can impact your awarded FSA.

Please speak to the Financial Aid Administrator at the College before making any deferment decisions.

Non-credit Remedial courses

These courses are not eligible for FSA and therefore do not count towards SAP eligibility.

SATISFACTORY ACADEMIC PROGRESS ASSESSMENT

At the end of each payment period (semester) and prior to the next disbursement, SAP will be assessed for both the quantitative and qualitative components. The College will complete the following:

- Review the academic records available to determine the student borrower's semester and cumulative GPA;
- Determine the student borrower's progress against the maximum timeframe requirements;
- Determine the student borrower's progress against the pace of completion requirements.

Students maintaining the minimum SAP requirements will continue to have access to FSA.

FSA WARNING

As the College assesses SAP at the end of each payment period, student borrowers who do not meet SAP will be placed on a financial aid warning for the subsequent payment period (semester), during which the student borrower may continue to receive FSA.

Students on FSA warning will be notified by email.

APPEALS, PROBATION, AND SUSPENSION OF FSA ELIGIBILITY

Student borrowers who fail to make satisfactory progress after the warning period lose their FSA eligibility, unless they successfully appeal.

Appeal Process - Students who lose FSA eligibility because they failed to make satisfactory progress after the warning period may appeal based on:

- injury or illness;
- the death of a relative; or
- other special circumstances, such as a natural disaster.

Appeals must be formally requested in writing by the student borrower to the Vice President Academics at the College within fourteen (14) working days from the date of being notified of the loss of eligibility.

Appeals must contain the following:

- Written statement, explaining why the student failed to make satisfactory academic progress and what has changed in their situation that will allow them to make satisfactory progress at the next evaluation;
- Supporting evidence, e.g.:
 - Copy of death certificate;
 - Medical certificate from a registered medical practitioner;
 - Student's degree planner;
 - Written comments from Faculty Advisor, Associate Dean.

The appeal will be considered by the Vice President Academics. The student shall be notified of the result via email within fourteen (14) working days from receipt of the appeal documentation. The appeal decision is final.

Disbursements of funds will not be made while an appeal is being processed.

If the College determines that the student should be able to meet the SAP standards, and the appeal is successful, the student will be placed on *probation* for the next payment period only.

Students with an unsuccessful appeal will be *suspended* from receiving further FSA until SAP has been re-established. The onus will be on the student to contact the Financial Aid team at the end of the next payment period (semester) if they want to be considered again for FSA.

FSA Probation following a successful Appeal

For a student who is on probation for FSA purposes, the Financial Aid Administrator at the College will review the student's progress at the end of that probation payment period (semester).

A student may be placed on probation for one payment period per appeal. At the end of the probation period, the student must meet SAP or will be suspended from receiving further FSA until eligibility is re-established.

If the College determines, based on the appeal, that the student will require more than one payment period to meet progress standards, the student will be placed on probation and an academic reinstatement plan (for FSA eligibility purposes) will be developed for the student, in collaboration between the student and the Faculty. The plan developed must ensure that the student is able to meet the College's satisfactory progress standards by a specific time or through to successful degree completion.

The Financial Aid Administrator will review the student's progress at the end of one payment period, to determine if the student is meeting the requirements of the academic reinstatement plan. If the student is meeting the requirements of the academic reinstatement plan (or the SAP requirements, outside of any individualised academic reinstatement plan), the student is eligible to receive FSA if the student continues to meet those requirements.

NOTIFICATION

If the SAP requirements have not been met, the Financial Aid Administrator will notify the student borrower by email, sent to the student's preferred email address, within fourteen (14) working days of final grades being released, and inform if they have been:

- Placed on Financial Aid Warning; or
- Placed on Financial Aid Probation status; or
- Suspended to receive further FSA.

RE-ESTABLISHING FSA ELIGIBILITY

Student borrowers deemed ineligible for FSA due to failing to meet SAP can re-establish eligibility for FSA.

This will be established by:

- a. Obtaining a cumulative GPA of 2.0 or above; and
- b. Being on track for completion of programme within the maximum timeframe and pace components.

A student who believes they have regained FSA eligibility must submit the following documentation before eligibility can be determined:

- Completed College Financial Aid Application and the steps within.

The Financial Aid Administrator at the College will assess the application, check the SAP components, and notify the student within fourteen (14) working days, in writing to the student's preferred email address, of their eligibility status.

APPENDIX I: Student Handbook Updates

The below outlines significant changes to this Student Handbook that affect policy or process changes. Minor updates, formatting and editing changes are not recorded. Updates prior to 2020 are held in the Office of the Vice President Academics.

Date	Section	Description
Nov 2020	3.7	Update: Missed Assessment
	3.21	New: Professional Presentation
	4.5	Update: Dress Code
	4.6.1	New: Student Email Signature
	4.8	Update: Disciplinary Procedures
	5.3	Update: Compulsory Student Services Fee
	5.7.1	Update: Exceptional Circumstance Rule
	6.5	Update: Counselling
	6.14	New: Pastoral Care Codes
	7.16.1	New: Student ID Cards
Dec 2021	1.1	Update: Bachelor of Chiropractic Curriculum
	3.0	Update: Assessment
	4.3	Update: Standards of Behaviour
	4.9.2	Update: Student Concern Regarding Harassment or Bullying
	4.12	Update: Health and Safety Requirements
	4.14.1	Guidelines for Facebook and Other Social Media
	General	Job titles
Nov 2022	General	Links to Pastoral Care Code information
	1.1	Update: Bachelor of Chiropractic Curriculum
	3.7	Update: Missed Assessment Applications
	3.19	Update: Dishonesty during assessment
	4.1	New: Te Reo translations for Vision, Mission and Values
	4.3	Update: Te Reo translations added to Values
	4.9.3	Update: External Complaints information
	Appendix C	Update APA 7th edition
	Appendix F	Update: Committee Structure
	Appendix G	Update: Organisational Chart
	General	Pastoral Care Code name change
Jun 2023	General	Update: Job titles
	3.7	Update: Contacts for missed assessment application
	4.5	Update: Footwear rules
	6.8	Update: Library hours
Nov 2023	General	Links to Pastoral Care Code information
	1.1	Update: Bachelor of Chiropractic Curriculum
	Appendix H	U.S. Financial Aid information updated and shifted to Appendix H
	Appendix F	Update: Committee Structure
	Appendix G	Update: Organisational Chart