



NEW ZEALAND
COLLEGE *of*
CHIROPRACTIC

**Student Handbook
2026**

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About the New Zealand College of Chiropractic and Student Handbooks

The New Zealand College of Chiropractic (the College) is widely recognised for its commitment to the principles of chiropractic and its strong family-oriented culture. With a rich history of engagement in both the local and international chiropractic community, the College contributes to the development of the profession in New Zealand and abroad.

The 1979 *Commission of Inquiry on Chiropractic in New Zealand* was a landmark report that examined chiropractic's role within New Zealand's healthcare system. This inquiry, alongside the efforts of local chiropractors, helped pave the way for the establishment of a dedicated chiropractic college. In 1994, the New Zealand Chiropractors' Association (NZCA) founded the College as the New Zealand School of Chiropractic. In 1999, ownership was transferred to the New Zealand Chiropractic Education Trust Board, and the institution was subsequently renamed the New Zealand College of Chiropractic.

Chiropractic has been practised in New Zealand for over a century and is now a well-established profession making a significant contribution to the country's primary healthcare system. The College plays a key role in tertiary education, responding to the growing demand for qualified chiropractors. It has developed a strong international reputation for the quality of its educational and research programmes.

The College holds the highest accreditation from the Council on Chiropractic Education Australasia (CCEA), authorising its graduates to practise chiropractic. It has also been awarded a Category 1 rating by the New Zealand Qualifications Authority (NZQA), which is the highest possible rating and enables the College to confer the Bachelor of Chiropractic degree.

The Centre for Chiropractic Research at the College produces pioneering research, establishing the institution as a global leader in chiropractic scholarship and publications.

Graduates of the five-year Bachelor of Chiropractic programme are market-ready practitioners skilled in vertebral subluxation analysis and a range of chiropractic techniques. They are recognised by the New Zealand Chiropractic Board (NZCB) for registration in New Zealand and by chiropractic boards internationally. Graduates can enter the workforce as soon as they meet all programme requirements, pursuing careers as associates, locums, private practice owners, or furthering their studies in research, making an immediate impact in the profession.

Student Handbooks

The College provides several handbooks to guide students throughout their studies. The Student Handbook summarises the policies and processes governing the programme and provides information on student services. It is accessible on the College website (chiropractic.ac.nz) and on SharePoint, with a hard copy available in the library and at reception. The Student Handbook is updated annually and is valid for the academic year stated on the front cover. The College reserves the right to make updates throughout the year, with students notified of any changes via the College email system. The Vice President Academics and the Associate Dean of Academics are responsible for the content of the Student Handbook and for notifying students of updates.

The Chiropractic Centre Student Handbook focuses on Chiropractic Practice, particularly for students in Years 4 and 5. The Head of Department, Chiropractic Centre oversees its content and communicates any updates to students.

The Research Handbook is designed for students undertaking research, with the Vice President Research and the Dean of Innovation and Technology responsible for its content and updates.

It is each student's responsibility to familiarise themselves with 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 framework defined by the New Zealand Qualifications Authority (NZQA) for degrees and degree-related programmes. This model reflects 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 a body of knowledge of a recognised major subject (or subjects, in the case of a double degree or a double major) as well as to problem-solving and associated basic techniques of self-directed work and learning. A Bachelor's Degree involves at least one sequential study programme in which content is progressively developed such that it might form a basis for postgraduate study and/or professional practice. Bachelor's Degrees are taught mainly by people engaged in research."

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

Outcomes:

A graduate of a Bachelor's Degree is able to:

- Demonstrate intellectual independence, critical thinking, and analytic rigour;
- Engage in self-directed learning;
- Demonstrate knowledge and skills related to the ideas, principles, concepts, chief research methods, and problem-solving techniques of a recognised major subject;
- Demonstrate the skills needed to acquire, understand, and assess information from a range of sources;
- 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 providing opportunities to study and reflect on a range of specialised chiropractic techniques and chiropractic philosophy.

Graduates are well positioned to make significant contributions to the profession, both as leaders and through 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 600-credit, five-year full-time degree, consisting of credit courses organised into two semesters per year, with an internship in the final two years at the Chiropractic Centre.

The degree comprises:

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

Applicants who have completed previous study and wish to have it assessed in comparison to the first year of the programme must first apply to the College. The College will not assess prerequisite study if the prospective student has not submitted an application.

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

Timeframe for 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 a field related to the prerequisites within the five years preceding 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 a field related to the prerequisites within the five years preceding 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 is responsible for undertaking an International Qualification Assessment (IQA) at their own expense.

1.3.1 Bachelor of Chiropractic Curriculum

		Course Code	Course Name
Year 1 (Foundation)	Semester 1	Year 1 Semester 1 2026	
		1CHIROFND1	Chiropractic Foundations 1
		1HUMBIO1	Human Biology 1 – Anatomy and Physiology
		1KNOWMAN	Knowledge Management
		1LIFESCI1	Life Science 1 – Cellular Basis of Life
	Semester 2	Year 1 Semester 2 2026	
		1BIOMECP	Biomechanical Principles
		1CHIROFND2	Chiropractic Foundations 2 – Chirofit
		1HUMBIO2	Human Biology 2 – Anatomy and Physiology
		1LIFESCI2	Life Science 2 – Microbiology
Year 2	Semester 1	Year 2 Semester 1 2026	
		1AXANAT	Axial Anatomy
		1BIOMECH	Biomechanics
		1CHIROSCI1	Chiropractic Science 1
		1PATHPHYS1	Pathophysiology 1
		1PHIL1	Philosophy of Chiropractic 1 – Introduction
		1TECH1	Technique 1
	Semester 2	Year 2 Semester 2 2026	
		1APPANAT	Appendicular Anatomy
		1NEUROBIO	Neurobiology
		1PATHPHYS2	Pathophysiology 2
		1PHIL2	Philosophy of Chiropractic 2
		1PROFPRACCB	Professional Practice: Culture and Belonging
		1TECH2	Technique 2
Year 3	Semester 1	Year 3 Semester 1 2026	
		1INTCP1	Introduction to Chiropractic Practice 1
		1NEURO2	Neuroscience 2
		1PATHPHYS3	Pathophysiology 3
		1PHIL3	Philosophy of Chiropractic 3
		1PSYCH	Psychology – Human Behaviour
		1RADPHYS	Radiography - Physics
		1TECH3	Technique 3
	Semester 2	Year 3 Semester 2 2026	
		1ADCHIROSCI	Advanced Chiropractic Science
		1IMG1	Imaging 1
		1INTCP2	Introduction to Chiropractic Practice 2
		1NMSI	Neuromusculoskeletal Integration
		1PHIL4	Philosophy of Chiropractic 4: Integration
		1TECH4	Technique 4

Year 4	Semester 1	Year 4 Semester 1 2026	
		2CHIROINTG1	Chiropractic Integration 1
		2CHIROPRAC1	Chiropractic Practice 1
		2IMG2	Imaging 2
		2PROFPRAC2	Professional Practice 2 – Business Marketing
		2TECH5	Technique 5
	Semester 2	Year 4 Semester 2 2026	
		2CHIROINTG2	Chiropractic Integration 2
		2CHIROPRAC2	Chiropractic Practice 2
		2IMG3	Imaging 3
		2SPCHIRO	Special Population Chiropractic
		2TECH6	Technique 6 – Extremity
Year 5	Semester 1	Year 5 Semester 1 2026	
		2CHIROPRAC3	Chiropractic Practice 3
		2CHIROINTG3	Chiropractic Integration 3
		2IMG4	Imaging 4
		2PROFPRAC3	Professional Practice 3 – Practice Safety and Risk Management
		2TECH7	Technique 7
	Semester 2	Year 5 Semester 2 2026	
		2ADCHIRO	Advanced Chiropractic*
		2CHIROINTG4	Chiropractic Integration 4
		2CHIROPRAC4	Chiropractic Practice 4
		2PROFPRAC4	Professional Practice 4 – Business Management

*Advanced Chiropractic (2ADCHIRO) is a course in which students select one advanced technique or research course from five options: Network Spinal, Sacro-Occipital Technique, Thompson Terminal Point Technique, Advanced Gonstead, or Research.

Course outlines are provided to students at the start 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

Applicants intending to study at the College must submit a completed application form. Applicants must also submit a 500-word essay, participate in up to two interviews, and submit official transcripts of all completed and required prerequisite courses as determined by the College.

Some applicants may have already completed the first-year foundation courses with an alternate provider and may therefore apply for entry into Year 2 of the programme.

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 the timing of all enrolment offers.

2.1.2.1 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 require confirmed admission in time for a student visa.

2.1.2.2 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 are not yet provided, the enrolment offer will be conditional on the provision of official transcripts by the due date.

2.1.2.3 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. Enrolment is not guaranteed. The Admissions Committee determines who receives an offer based on admissions and enrolment criteria, including:

- Completion of, and academic achievement in, prerequisite courses;
- Essay score;
- Interview(s) score.

Applicants who are declined enrolment may re-apply by starting the application process again the following year, with all associated fees applicable. The decision to offer enrolment is final and not subject to appeal.

Applicants offered conditional enrolment must meet the stated conditions to be admitted or remain enrolled. If conditions are not met, the College may void the enrolment. For more information on conditions relating to admission, refer to section 2.17 Probationary (Conditional) Admission in this Student Handbook.

International applicants must also meet additional enrolment requirements, including obtaining a student visa, holding health and travel insurance from an approved provider, and demonstrating English language competence. For more information, refer to section 2.18 English Language Competence in this Student Handbook.

The College is a signatory to the Code of Practice for Pastoral Care of International Students. For more information on attendance rules and the requirements for a student visa, refer to

section 2.6.4 International Student Attendance Requirement in this Student Handbook. Standard refund policies apply if a student is denied a student visa.

2.1.3 Enrolment Deposit

Applicants who accept an offer of enrolment must pay an enrolment deposit to hold their place. Refer to section 5.1 Enrolment Deposit Refund Policy in this Student Handbook for details of the deposit amount and refund conditions. This payment is due at the time the enrolment offer is accepted.

2.1.4 Minimum Age

International students must be 18 years of age or older at the start of the College course(s). An exemption process is available for students who will turn 18 near the beginning of the year. Contact the Admissions Office to apply for an exemption. Domestic students must be over 16.

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 5.1 Enrolment Deposit Refund Policy (Section 5.1) applies.

If a student wishes to withdraw or defer after the course start date, they must contact the Vice President Academics. The 5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy (Section 5.7) applies.

2.1.5.1 Withdrawing an Application for Admission

Applicants wishing to withdraw their application must 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 academic year they wish to apply for. In most cases, the admissions information can be transferred. The applicant must meet the admissions requirements for the year they are applying to attend, and the application fee can be transferred.

2.1.5.2 Withdrawing or Declining an Enrolment Offer

If an applicant has received an enrolment offer or submitted an Enrolment Form and wishes 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 then be considered void.

Applicants may be considered for future offers of enrolment; however, there is no guarantee that enrolment will be offered.

The application fee is non-refundable. The 5.1 Enrolment Deposit Refund Policy (Section 5.1) applies.

2.1.6 Incompletion of Year 13

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

2.1.7 Meeting Satisfactory Academic Progress for Prerequisite Courses

All applicants must provide evidence of meeting Satisfactory Academic Progress for prerequisite and RPL courses through official course transcripts (also referred to as a record of learning).

As a general rule, the College does not offer enrolment to applicants who have not met Satisfactory Academic Progress in their previous study or who 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 graduate outcomes and competencies required for all graduates of the College.

Transfer students may apply for RPL once they have completed the Admissions process. It is recommended that transfer students refer to the 2.7.1 Credit Transfer and Recognition of Prior Learning (RPL) Credit(Section 2.7.1) in this Student Handbook before applying. RPL credits and the study programme for all transfer students are approved by the Associate Dean of Basic Science (RPL Assessor) and the Head of the Diagnostic Imaging Department (RPL Decision Reviewer).

There is a minimum study period of two and a half years (five semesters) or 300 credits. The College does not accept mid-year enrolments.

Enrolment offers will only be made if space is available.

2.2 Study Commitment

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

A full-time workload (120 credits per year) involves an average of 15-25 hours per week of class and Chiropractic Centre time. Successful study also requires an additional 20-25 hours per week of independent study.

Approval from the Academic Board is required for any student to enrol in a study programme exceeding 120 credits in a single academic year. A maximum of one additional course per semester, beyond the standard 60-credit workload, may be approved. This policy ensures that students can manage their academic commitments effectively. Students wishing to make such a request must first meet with the Vice President Academics 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. These outlines guide the development, delivery, and assessment of each course. Lecturers contribute to the creation, 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. This document is an essential guide, and students are encouraged to refer to it regularly throughout the semester to stay on track with assessments and learning activities. Course outlines are also available online on Moodle.

Course outlines include:

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

2.4 Course Delivery

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

Where a course includes multiple components or sub-sections, two or more lecturers may share delivery. In such cases, the Course Coordinator is responsible for ensuring that the course preparation and delivery are cohesive and that all materials provided to students are complete and well-integrated.

Course planning and delivery may include:

- Practice-related examples;
- Case study analysis;
- Current journal article analysis;

- Project and portfolio development;
- Research activities designed to create critical thinking and problem-solving skills.

Lecturers provide students with a course outline at the beginning of each course, detailing the aims of the course, the learning outcomes, assessment components, and other key requirements.

2.5 Class Schedules

Scheduled classes are outlined on the timetable for each semester. Class durations are either 50 minutes, 1 hour and 20 minutes, or 1 hour and 50 minutes. Classes commence at the allocated time, with a 10-minute break before the next class begins.

2.6 Student Attendance

2.6.1 Attendance Requirement for All Students

Unless otherwise specified for international students, a minimum of 90% attendance is required in all technique, practical, and case-based courses. *Refer to individual course outlines for any course-specific attendance requirements or variations.* Students who do not meet these attendance requirements will not be considered for any special dispensation.

The Vice President Academics determines whether a course is technique, practical or case-based, and this information is included in the course outline.

Students who arrive more than 15 minutes after the start of class or leave more than 15 minutes early will be marked as late. Three marked as late are counted as one absence.

2.6.2 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. The provider must have no family relationship with the student. Certificates with any conflict of interest will be voided.

The certificate must explicitly state that the student was unable to attend a class on the specified date(s) and is valid only for those dates. Certificates must include the practice or business name and address, and the healthcare provider's name and signature. All certificates must be submitted within two weeks of the student's return to the College. The College reserves the right to verify the authenticity of all certificates.

Chiropractic Centre and Wellness Certificates are issued only by authorised staff in the Chiropractic Centre or through the College counselling service.

Students may also apply for an Excused Absence due to the serious illness of a close family member, provided the same evidence requirements are met.

Students affected by bereavement may apply for an Excused Absence as soon as possible after the event. Supporting evidence is required.

Students representing the College at a national or international sporting or other recognised event may apply in advance for an Excused Absence through the Associate Dean of Academics, with supporting evidence required.

Applications must be made using the Application for Excused Absence form with all evidence attached. The completed form can be emailed to attendance@nzchiro.co.nz or submitted at Reception. All communication regarding attendance should be directed to this email.

An Excused Absence will not count against a student when determining eligibility for special dispensation, provided the student has attended at least 60% of the course.

Any fraudulent or misleading documentation, or obtaining a certificate under false pretenses, is considered a serious offence.

2.6.3 Notified Absence

A Notified Absence applies when a student chooses not to attend class. Students must notify the College by emailing the Academic Assistant at attendance@nzchiro.co.nz. Notified Absences are counted as absences when determining eligibility for special dispensation.

2.6.4 International Student Attendance Requirement

As a signatory to the Code of Practice for Pastoral Care of International Students, the College must know the whereabouts of all international students at all times.

Accordingly, 100% attendance is required for all international students. Any absence must be reported as either an Excused or Notified Absence.

The College is required by Immigration New Zealand to report any unexplained absence, which may affect the student's visa status. Immigration New Zealand may withdraw or withhold visa approval as a result.

International students must hold a valid student visa to enrol. If a student's visa is withdrawn, their enrolment at the College will also be withdrawn, and the Refund Policy will apply (refer to section 5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy).

For visa purposes, both Excused and Notified Absences are accepted; however, any unexplained absence will be reported to Immigration New Zealand.

2.6.5 Chiropractic Centre Attendance Requirement

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

2.7 Granting of Credits

Credits are granted to students after the Ratification Committee confirms the lecturer's assessments. The Ratification Committee is a sub-committee of the Academic Board.

The Academic Board is responsible for determining whether a student has accumulated the required number and level of credits and has fulfilled all programme requirements.

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

- Credits may be awarded through credit transfer and/or Recognition of Prior Learning (RPL).
- Credit transfer or RPL credit is awarded for 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 showing a pass in an equivalent course at the appropriate level.

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

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

To be considered, a student must apply by submitting a completed Cross-Credit/Recognition of Prior Learning form by the due date, which is five (5) working days from the start of the course for which credit is sought. Applications submitted after the due date will not be accepted. Incomplete applications will not be approved, and the due date will not be extended.

Students must be enrolled in the course to apply for RPL. Applications from students not enrolled in the course at the time of application will be declined.

Applicants must have achieved a minimum pass grade and received credit for the course at the granting institution for the credit transfer or RPL to be considered.

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

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

No more than 50% of the programme may be cross-credited. Credit transfers and RPLs will only be considered if the prior study was completed before admission to the College.

A course used for RPL may only be applied once and cannot be used for multiple RPL credits, including courses used for prerequisite credits. Students must complete 600 credits to graduate, including prerequisite credits.

Students should be aware that full-time status requires enrolment in 96 to 120 credits per calendar year. Multiple RPLs could reduce enrolment below this threshold, which may affect full-time status for international students and Student Allowance eligibility for domestic students.

2.7.2 Competency Exam

In exceptional circumstances, the College may offer a competency exam to support a Recognition of Prior Learning (RPL) application or to meet prerequisite and programme requirements.

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

Applicants or students may not request a competency exam; it is offered at the College's discretion.

A \$100 fee applies for each competency exam and must be paid prior to the exam date.

2.8 Programme Deferment

Current students wishing to defer enrolment in the programme must apply by completing the Application to Defer or Withdraw form. The Vice President Academics may approve the deferment on behalf of the Academic Board. If the Vice President Academics declines the deferment, the student may instead apply to withdraw from the programme. The effective date of the deferment is the date the student submits the form.

First-time students who have accepted an offer of enrolment and wish to withdraw prior to the semester start date must contact the Admissions Office to process their request. Refer to the Admissions policies, specifically the Policy relating to 2.1.5 **Withdrawing an Application or Enrolment for a New Student** in section 2.1.5 of this Student Handbook.

A student may defer their programme of study for up to two consecutive semesters. Students seeking to defer for longer than two consecutive semesters must withdraw. Students who defer and do not return after two consecutive semesters will be considered withdrawn.

Students must not have any outstanding fees or obligations to the College, including the Library, Chiropractic Centre, or any other department. Any tuition refund is subject to the Refund Policy, which also details the grade assigned relative to the deferment date. Refunds will be held until all obligations to the College are met.

Students must return their ID card within ten (10) days of the deferment approval date.

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

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

Students who do not re-enrol after two consecutive semesters will be withdrawn from the programme and subject to the Withdrawal Policy. The College will confirm this in writing to the email address provided at the time of deferment.

The Tuition Refund and Grade Policy applies to all students 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 students who do not meet this deadline.

Returning students must meet all admissions requirements and may need remediation to re-integrate 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. Proof of a valid student visa and insurance is required for enrolment and attendance.

A deferred student may not be able to enrol in all required courses due to class size limits, which could extend their study time. This is particularly relevant for students wishing to enrol in Chiropractic Practice courses.

If courses are full, the student will need to wait until a place becomes available.

2.9 Programme Withdrawal

Current students wishing to withdraw from the programme 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 Withdraw form.

Students must have no outstanding fees or obligations to the College, including the Library, Chiropractic Centre, or any other department. Any tuition refund is subject to the **Refund Policy**, which also details the grade assigned relative to the withdrawal date. Refunds will be held until all obligations to the College are met. Withdrawals submitted after 75% of the course start date will result in an 'F' recorded on the course transcript.

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

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

The student's Microsoft Office 365 account will be deleted ten (10) days after withdrawal approval. Students are responsible for removing any personal data before this date.

Students who wish to return after withdrawal must reapply through the Admissions Office and meet all admissions requirements, including payment of the application fee. Acceptance is not guaranteed.

Students who are successfully re-enrolled must apply for Recognition of Prior Learning (RPL) credit for previous study. RPL may not be granted for technique courses, significantly modified courses, or previously completed chiropractic practice courses. RPL application fees apply.

Refer to Section 5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy in this Student Handbook for details on refunds and grades related to withdrawals.

2.9.1 Course Withdrawal

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

Refer to Section 5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy in this Student Handbook for information regarding refunds and grades.

2.10 Progression through the Programme

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

Students must hold a valid IELTS certificate where required. Refer to Section 2.18 English Language Competence in this Student Handbook for requirements and further 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 maintain Satisfactory Academic Progress. For details on managing unsatisfactory progress, refer to Section 2.14.1 Academic Warning and Section 2.14.2 Academic Probation Policies in this Student Handbook.

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

The programme comprises 6000 hours, calculated on the basis of 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 (RPL) does not necessarily reduce the total programme duration but may reduce the number of courses required in a given semester.

Students can 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 are not achieving Satisfactory Academic Progress* must meet with the Vice President Academics before enrolling in the next semester.

***Progression Requirements for U.S. Federal Student Aid Recipients – refer to [Appendix H](#).**

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

The College provides students with opportunities to hold leadership positions through the New Zealand Chiropractic Students' Association, class representatives, the World Congress of Chiropractic Students, clubs, mentorships, and other extracurricular activities.

Students must be in good academic standing to hold a leadership position. A student will be disqualified from a leadership role if their programme has been restructured due to course failure, if they have been placed on academic warning or 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 required 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 assistance is not available for Supplementary Chiropractic Practice course fees.

2.12 Remedial Programme

Remedial programmes are generally offered only during curriculum restructures or other programme re-organisations. 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; students may not apply for a remedial programme.

Students must enrol in a remedial programme as a normal course enrolment. Full tuition fees apply. A failure grade in a remedial course is considered equivalent to a fail in a standard course enrolment.

2.13 Satisfactory Academic Progress

Academic progress is measured at the completion of each semester and considers both 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 must ensure that all U.S. Federal Student Aid (FSA) recipients meet the minimum Satisfactory Academic Progress (SAP) requirements 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's academic standing regulations. This applies only to those who are borrowing U.S. FSA and is used solely 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 an appointed person prior to the start of the following semester and will be 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 exceeding 45 credits (0.75 of 60 credits), including all courses in which unsatisfactory grades were received.
- If a course is not offered in the next semester, the student must complete it at the next offering. This may result in a special schedule, which is likely to alter the student's projected graduation date.
- A student on Academic Warning may not enrol in any course for which the repeated course is a designated prerequisite or in any course that conflicts with the repeated course.
- 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 may enrol in the standard course load of 60 credits.

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

2.14.2 Academic Probation

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

1. They are placed on Academic Warning for the second time; or
2. They fail any course while on Academic Warning.

A student on Academic Probation must:

- Reduce their course load in the following semester to a maximum of 45 credits (0.75 of 60 credits), including all courses in which unsatisfactory grades were received.
- Complete any course not offered in the next semester at its next offering, which may extend the time required to complete the programme.

- Not enrol in any course for which the repeated course is a designated prerequisite or in any course that conflicts with the repeated course.
- Participate in academic support
- 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 (0.75 of 60 credits) the following semester. If the student achieves Satisfactory Academic Progress while taking 45 credits, they may return to a standard course load.

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

2.14.3 Academic Probation Affecting Financial Aid Eligibility

Students on Academic Probation may lose their financial aid or have it reduced. Some providers may reinstate aid once the student achieves Satisfactory Academic Progress. Decisions regarding financial aid are made by the provider, and the College is required to follow the policies and directives of the provider.

2.15 U.S. Financial Aid Warning and Probation - See [Appendix H](#).

A student receiving U.S. Financial Aid who has not achieved the required GPA (defined in Section 3.16: 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 2.14.1 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 on Academic Warning. If the student does not meet Satisfactory Academic Progress at the end of the semester on Academic Warning, they will lose financial aid eligibility unless they successfully appeal and are placed on Academic Probation.

This policy relates specifically to Financial Aid eligibility. The policies regarding 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 if they fail to comply with the terms of:

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

The Academic Board has the authority to academically dismiss a student. The 5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy (Section 5.7 of this Student Handbook) applies if a student is academically dismissed.

2.16.1 First Year Study Rule

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

2.16.2 Appeal of Academic Dismissal

Any appeal against the decision of the Academic Board must be submitted in writing to the President within ten (10) calendar days of the notification of the decision.

The appeal 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 they can achieve Satisfactory Academic Progress in future semesters if allowed to remain enrolled.

The President may accept an appeal outside this period if good reason is provided; however, no appeal will be considered if not lodged within three months of the original notification.

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

- The President will appoint a committee of at least three members.
- The student will be informed of the procedures to be followed.
- The student may be accompanied by a student representative and/or up to two support persons.
- The Committee will review and hear evidence as it deems appropriate.
- The Committee will make a recommendation to the President.
- The President makes the final decision and notifies 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 re-apply to the College.

2.16.3 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, they must successfully complete and pass the course.
- If a student fails the course for the second time, they will be referred to the Academic Board, which will result in academic dismissal from the College.

2.17 Probationary (Conditional) Admission

Probationary or Conditional Admission to the College must be approved by the Admissions Committee. Applicants 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 5.7 Tuition Fee and Compulsory Student Services Fee Refund Policy (Section 5.7 of this Student Handbook) applies in the event of academic dismissal.

2.18 English Language Competence

Enrolment in the College requires evidence of acceptable English competency in writing, listening, speaking, and reading.

The College may consider an applicant to meet English language standards if:

- English is the applicant's first language;
- The applicant has a New Zealand university entrance qualification;
- The applicant has a university entrance qualification from a country where English is the main language and the primary language of instruction and assessment;
- 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 required standard of English language competence is an Academic IELTS overall score of 7.0, with no individual skill below 6.5. IELTS certificates are normally valid for two years.

For first-time students, if the Admissions Committee determines that an IELTS is required to be considered for enrolment, the applicant must provide a valid certificate regardless of whether they meet any of the above criteria.

If, in the opinion of the Academic Board, a student fails courses due to insufficient English language skills, the Vice President Academics may require the student (domestic or international) to enrol in an IELTS course and attain a current, valid IELTS certificate, even if a previous certificate has been submitted.

The New Zealand Chiropractic Board requires registered chiropractors to achieve an IELTS overall score of 7.5, with no individual score under 7.0. Students are expected to improve their English proficiency

during the programme to meet these registration requirements. For more information, contact the Registrar at the New Zealand Chiropractic Board.

2.19 Graduation Requirements

To graduate with a Bachelor of Chiropractic degree, a student must:

- Successfully complete the required 600 credits;
- Meet all Chiropractic Centre requirements;
- Have no outstanding financial obligations to the College;
- Satisfy all Library requirements;
- Conduct themselves ethically and in accordance with the College Policies and Procedures.

Graduating students are responsible for covering the costs associated with graduation, including regalia hire and related expenses.

2.20 Awards and Scholarships

Students receiving tuition scholarships must maintain Satisfactory Academic Progress. If they fail, withdraw, or defer a course funded by the scholarship, they are responsible for covering the cost when repeating it.

2.20.1 College Awards and Scholarships

- **Elizabeth McKay Award**
This award is given to the student with the highest GPA for Year 2 courses. To be eligible for this award, a student must have studied a full workload of Year 2 courses (120 credits) in the year being considered for the award. The award includes a \$500 cash prize and is presented at the first assembly of the following year.
- **Activator Guru Award**
This award recognises the highest achiever academically and practically in the Activator Methods component of Technique 5. It is presented to the student with the highest grade in this component.
- **L5 Cup**
This award recognises excellence in Technique 4. It is presented to the most successful student, academically and practically, in the Technique 4 course.
- **Paediatric Excellence Award**
This award is presented to the intern who achieves an above-average score in the observed paediatric history, examination, and narrative components of the Special Population Chiropractic course, and who has seen the largest number of different paediatric practice members during their internship.
- **Business Excellence Award**
This award recognises the highest achiever in developing an ethically profitable practice while an intern at the New Zealand College of Chiropractic. It is presented to the intern with the most profitable practice, demonstrated through ethical growth and professional conduct.
- **Adjustor Award**
This award recognises the intern who has made an outstanding contribution to fun and positivity within the Chiropractic Centre.
- **Patrick Platt Scholarship**
This scholarship is awarded to a student who has just completed Technique 2, demonstrating exceptional technical skills, a willingness to assist and support classmates, and consistent respect for the technique faculty. The scholarship covers the domestic fee for Technique 3.
- **Give Love Award**
This award is presented to a top-ranking student in Technique 3 who exemplifies Technical Aptitude, Diversity, Gratitude, Integrity, Vision, Excellence, Love, and Laughter.

- **Irene Gold Chiropractic Scholarship**
This scholarship supports NZCC students experiencing financial hardship who demonstrate community involvement, leadership, academic merit, and commitment to the chiropractic profession. Includes \$10,000 stipend and ongoing mentorship for one year.
- **Dean Carter Chiropractic Scholarship**
This scholarship supports Māori students at NZCC experiencing financial hardship, who demonstrate academic merit, cultural leadership, and community involvement. Provides a \$10,000 annual stipend and ongoing mentorship for up to five years.
- **Richie Barnett Chiropractic Scholarship**
This scholarship supports Pasifika students at NZCC experiencing financial hardship, who demonstrate academic merit, cultural leadership, and community involvement. Provides a \$10,000 annual stipend and ongoing mentorship for up to five years.
- **Chiropractic Assistant Scholarship**
This scholarship provides the opportunity to earn credit towards 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. For more information, please refer to the Chiropractic Centre Student Handbook.

2.20.2 New Zealand Chiropractors' Association Award:

- **New Zealand Chiropractors' Association (NZCA) Student Leadership Award**
This award is open to students from any year who demonstrate consistent excellence in leadership, academic performance, and commitment to the chiropractic profession. Eligible candidates must be in the top 30% of their class and actively engaged in the College through student organisations, activities, and affairs. The award is presented at the final assembly.

2.20.3 Graduation Awards:

- **Gold Award**
This award recognises the top final-year student who has demonstrated superior abilities in the academic, clinical, philosophical, and research aspects of chiropractic, and has shown a high level of commitment to the College community.
- **Academic Excellence Award**
This award recognises the top graduating student, based on the highest overall GPA, for those who have completed at least the last four years of the programme at the College.
- **BJ Palmer Award in Philosophy**
This award recognises the graduating student who has demonstrated the deepest understanding of chiropractic philosophy and the most balanced application of philosophy in clinical practice, as assessed by the Head of Department of Philosophy and Chiropractic Centre mentors.
- **Chiropractic Centre Clinical Excellence Award**
This is awarded to the student who demonstrates the highest level of clinical excellence in the following:
 - Practice member interaction and integration of the philosophy of chiropractic;
 - 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 their 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;
 - Professionalism during x-ray duty;
 - The recipient must have shown outstanding personal integrity and overall performance, including a willingness to help fellow students.
- **Bernadette Murphy Research Excellence Award**
This award recognises the graduating student who has demonstrated excellence in critical thinking and scientific understanding during the research components of the College curriculum, showing superior theoretical and practical research skills, including:
 - Excellent comprehension, critical evaluation, and interpretation of scientific literature;
 - Strong understanding and application of research methodology;
 - Awareness of ethical issues in research;
 - Exceptional effort and attitude in research courses and projects, going above and beyond course requirements.

2.21 Research at the College

All research is subject to College policy and guided by the Research Handbook, available from the Centre for Chiropractic Research and the library. Any student planning to conduct research, including collecting data, applying for research grants, seeking ethics approval, or submitting a manuscript, must first obtain approval from the Research Committee.

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

The Director Centre for Chiropractic Research is the first point of contact for all research-related inquiries.

2.22 Auditing Courses or Lectures

To audit a course, a student must submit a written application to the lecturer and receive approval from the Vice President Academics. Enrolled students may also request to audit a lecture as a one-off.

External individuals are not permitted to audit courses or individual lectures.

2.22.1 Auditing or Attending Clubs

The Club programme is intended for students and faculty of the College. External individuals are not permitted to audit or attend Club meetings or events, except for guest speakers 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 provides guidance on examination practices, offers progressive feedback on student achievement, and serves as evidence if students seek aegrotat passes. In-course assessment requirements, including due dates, will be communicated in the first class of the semester and detailed in the course outline.

Most courses will also include an end-of-course examination (written and/or practical). Some courses, however, may be better suited to assignment-based assessment 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. Students who wish to exercise this right must meet with the Vice President Academics at least four weeks before the assessment date, after which the College will arrange for assessment in te reo Māori.

3.1 Assignments

Assignments will specify an expected length, such as a word count or the required duration for presentations and practical tasks. Lecturers expect assignments to be within 10% of the indicated length, and marks may be deducted if this range is not met.

3.2 Marking Schedules/Rubrics

Assignments will include a marking schedule that provides a broad indication of how marks will be allocated (e.g., percentages 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 assignments. Official guides are available online and in hard copy from the library, and a copy is provided in [APPENDIX C: APA Referencing](#) of this Student Handbook. Students should note that Wikipedia is not considered a valid source and must not be used as a reference. If a student has used an AI tool in any part of an assignment, this must be declared.

3.4 Handing in Assignments

The College subscribes to Turnitin, and lecturers will provide the required Turnitin submission details. A cover sheet should not be included when submitting through Turnitin; however, all conditions stated on the cover sheet still apply. Assignments required to be submitted through Turnitin will not be accepted in any other format (e.g., drop box or email).

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

A submission is not confirmed until the student receives an email acknowledgment from Turnitin. If no confirmation email is received, the submission was likely unsuccessful. It is the student's responsibility to follow up with the lecturer. If the assignment is not successfully submitted by the due date, it will be marked as late.

If a lecturer has requested a hard-copy submission, it must be handed in at the identified collection point on or before the due date. If the collection point is not in class, assignments must be placed in the Assignment Box at Reception by 4:00 p.m. on or before the due date. Each hard-copy assignment **must** include a cover sheet. Cover sheets are available in the library and on the College website.

3.5 Late Assignments and Extensions

Extensions must be requested in writing from the course lecturer using the Assignment Extension Request form, **at least 24 hours before the due date**. Extensions will only be granted when a student has a genuine reason, such as illness or an unforeseen circumstance, and can demonstrate “diligence of effort” in attempting to meet the deadline.

Late assignments will be penalised unless an extension was applied for and approved before the due date. Penalties are applied to ensure equity for all students. Late assignments will be penalised as follows:

- One to three (1-3) days late: 10% deduction from the final mark
- Four to seven (4-7) days late: 20% deduction from the final mark
- Eight to ten (8-10) days late: 30% deduction from the final mark
- More than ten (10) days late: Assignment will not be marked

If the cause of the lateness was beyond the student’s control, they may be eligible to apply for a Missed Assessment. Applications must be submitted within fourteen (14) calendar days of the assignment due date and must include evidence of the circumstance that prevented submission. Application forms are available at Reception.

Students who have completed an assignment but are unable to submit it by the due date due to circumstances beyond their control should contact the course lecturer as soon as possible with supporting evidence. Students may appeal any penalty applied by submitting an appeal to the Vice President Academics.

3.6 Marking and Return of Assignments

Marking of assignments will generally be completed and returned within two weeks. Students will receive feedback explaining how their results were determined.

3.7 Missed In-Semester Assessments: Aegrotat or Alternative Assessment Date

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

An aegrotat is a concession that allows a student to receive academic consideration toward a grade for an assessment they missed, in cases of illness or other extenuating circumstances. An aegrotat is determined through a mathematical calculation based on the student’s other assessments in the course. An aegrotat may be granted in cases of illness affecting the student or an immediate family member (medical certificate required) or in the event of a bereavement (evidence required). A maximum of 33% of any course may be assessed via the aegrotat process.

Some assessments are considered critical (most practical assessments, heavily weighted assessments, and assessments that are the sole measure of a course learning outcome) and are not eligible for an aegrotat; these will be scheduled for an alternative assessment date.

An alternative assessment date allows a student to sit an assessment at a different time from the posted date. Approval may be granted when absence is due to circumstances beyond the student’s control. For known events (such as national or international representation), applications must be submitted at least two weeks prior to the assessment date; late applications will not be accepted. Alternative assessment dates require significant preparation by lecturers and support staff and are therefore not granted lightly.

Supporting evidence must be provided for all applications for an aegrotat and/or an alternative assessment date.

Students must submit the application form, pay the relevant fee (\$25 per missed assessment), attach supporting evidence (e.g., a medical certificate, which **must** be submitted within two weeks of the student’s return to the College), and submit the application to Reception or by email to the Associate Dean of Academics (valid.bashouri@nzchiro.co.nz) with a copy to the Registrar’s Office (louise.dexter@nzchiro.co.nz). The Associate Dean of Academics may meet with the student to discuss the application if needed, determine whether approval is granted, and notify the student and relevant faculty.

The lecturer must provide the student with the date and time of the alternative assessment with a minimum of two (2) business days’ notice. The student may request an earlier assessment if necessary.

3.8 Examinations

Final examinations are usually held during the two-week exam period at the end of each semester and are scheduled by the Registrar. The examination timetable is published at least two weeks before exams begin.

Students are expected to arrive at the examination venue at least five minutes before the start time. Late students will only be admitted if no other student has left the room. Students who arrive too late will be considered to have failed the exam. No additional time is allowed for students admitted late.

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

Examinations will be conducted in accordance with the College's Examination Procedures (see [APPENDIX A: Examination Procedures](#)).

Students must sit examinations at the scheduled time. Those unable to attend due to medical, compassionate, or other exceptional circumstances must submit an Application for Missed Assessment within seven (7) calendar days of the examination, providing supporting evidence, such as a medical certificate, which must be submitted within two weeks of the student's return to the College. A fee of \$75 per missed exam applies to cover administration and invigilation costs.

All alternative assessments must be sat during the scheduled Re-sit Week published in the Academic Calendar. Students must ensure they are available during this period. The College does not offer additional alternative dates beyond Re-sit Week, and students who are unable to attend during this time will forfeit their opportunity to sit the assessment.

Students who sit a final examination on an alternative assessment date automatically waive their right to a re-sit for that exam. The only exceptions are serious, unavoidable circumstances, on or near the exam date, such as:

- Hospitalisation of the student
- Bereavement of a close family member
- Other serious, documented events

In these exceptional cases, eligibility for a re-sit may still be considered at the discretion of the Academic Board.

Students who are unable to sit a final examination and are not eligible for an alternative assessment date may be considered for an aegrotat for that final examination. An aegrotat for a final examination allows the College to determine a final grade based on the student's coursework performance and any available evidence of achievement. Note that a maximum of 33% of any course may be assessed via the aegrotat process. Aegrotat consideration for a final examination is only available in cases of serious extenuating circumstances, supported by appropriate documentation, and only if the student is currently achieving at least a minimum passing grade in their in-semester assessments. Approval of an aegrotat for a final examination is at the discretion of the Academic Board; students do not apply for an aegrotat directly.

Examinations are structured on a nominal basis of one (1) mark per minute. For courses covering multiple subject areas or taught by multiple lecturers, a single exam paper may be prepared with multiple sections.

The College operates a semester-based course and examination system. Course grade composition is indicated in individual course outlines. In most courses, students gradually accumulate a semester grade through multiple assessment opportunities. Most courses also include an end-of-semester exam. The semester grade and final exam grade are combined to calculate the course final grade.

Students must achieve a final grade of at least 50% or 70%, as specified in the course outline. It is possible to fail a course despite passing the final exam if the in-course assessment grade is too low. In such cases, students may qualify for a re-sit of the final exam to improve their overall course grade, unless the final exam was already taken on an alternative assessment date.

3.9 Exam or Assessment Irregularities

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

3.10 Special Assistance in Examinations

Students with a disability may receive assistance during an examination if they have prior approval from the Registrar. Supporting evidence is required, and in some cases, an assessment from an external provider may be requested to determine the appropriate support.

Special assistance is granted in accordance with the student's disability and may include one or more of the following:

- Additional time to complete the examination (generally no more than 20 minutes per hour);
- Assistance from a writer;
- Assistance from a reader;
- Assistance from a reader/writer;
- Use of electronic or other approved specialised equipment, which may 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 ratified results communicated to students 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 this request is at the discretion of the lecturer and may depend on the nature of the assessment
- Apply for a re-count of marks, including a check that all questions have been marked and no errors have occurred.

No discussion regarding allocated marks is permitted.

3.12 Ratification of Results

Final course results and grades will be presented to the Ratification Committee, which will examine the spread of marks and grades. The Ratification Committee makes recommendations to the Academic Board, which ratifies the results. The Registrar will notify students if any re-sits are required.

3.13 Final Grade Appeal

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

The appeal must be:

- Submitted in writing within seven (7) calendar days of receiving the result;
- Addressed to the Chair of the Academic Appeals Committee;
- Submitted to Reception with a request for a time-stamp to avoid doubt;
- Accompanied by a statement outlining the reason for the appeal and all supporting evidence.

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 an appeal:

- Questioning the objectives of the course;
- The assessment methods approved for the course;
- The standard required to receive particular grades in the course;
- Study or work overload;
- Personal or medical problems, which should normally be addressed through a Missed Assessment Consideration Form;
- Financial implications of not passing the course;
- Grades received in another course or courses;

- The amount of work the student has done;
- A penalty imposed by the Disciplinary Committee;
- A failure as a result from a disciplinary issue;
- General grievances;
- Poor teaching;
- The need for additional marks to achieve a pass or specific grade;
- Delays 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 by email or letter;
- The student, the Ratification Committee, and the Academic Appeals Committee will be notified of the Academic Board's decision.

3.13.1 Students Receiving U.S. Financial Aid - Additional Appeal Requirement – See [APPENDIX H: U.S. Federal Student Aid Policy - SATISFACTORY ACADEMIC PROGRESS](#).

3.14 Return of In-Semester and Final Exams

3.14.1 In-Semester Assessments

All lecturers provide feedback to students following an in-semester assessment. It is at the lecturer's discretion whether the assessment is returned to the student. In some cases, feedback may be provided to the class as a whole rather than individually.

3.14.2 Final Exams

Final exams are not returned to students. After results have been ratified, they are uploaded to the Student Portal. Refer to the 7.25 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 this request is at the lecturer's discretion and may depend on the nature of the assessment. If the exam cannot be viewed, the lecturer will provide a summary of key exam issues.
- Apply for a re-count of marks, including verification that all questions have been marked and no errors have occurred.

Note: Practical exam videos are for moderation purposes only and are not available for student viewing.

No discussion regarding allocated marks is permitted.

3.15 Final Exam Re-sit and Assignment Re-submission

3.15.1 Final Exam Re-Sit

A student is eligible for a re-sit in a course if their final grade falls within the following ranges:

- 44.5 – 49.4% for courses with a 50% passing mark.
- 62.5 – 69.4% for courses with a 70% passing mark.

Eligible students must submit a Re-Sit Application. Forms are available at Reception.

Attendance requirements to qualify for a re-sit:

- Technique, practical courses, and case-based courses: minimum 90% attendance (*refer to individual course outlines for any course-specific requirements*)

Re-sit conditions:

- No student may undertake more than two (2) re-sits per semester. If more than two are required, the Vice President Academics will determine which course(s) the student will fail and must repeat.
- Students are allowed a maximum of six (6) re-sits throughout the Bachelor of Chiropractic programme.
- Re-sits are limited to final exams or re-submissions of final assignments, unless otherwise specified in the course outline.
- Students who sit a final exam on an alternative assessment date waive their right to a re-sit, except in cases of serious, unavoidable circumstances such as hospitalisation, sudden bereavement, or other extreme events. In such exceptional cases, eligibility for a re-sit may still be considered.

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

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

The College sets the dates for all re-sit exams. Students should plan accordingly. Missing a scheduled re-sit will result in failure of the course, and travel plans or other commitments will not excuse absence from a re-sit.

The maximum grade a student can achieve for a course following a re-sit of a final exam or re-submission of a final assignment is the minimum passing grade for that course.

3.15.2 Assignment Re-submission

Unless stated otherwise in the course outline, a student may be eligible to re-submit an assignment that contributes 30% or more of the course grade, provided that they:

- Have attained 44.5% in a course where the passing grade is 50%, or
- Have attained 62.5% in a course where the passing grade is 70%.

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

Approval to re-submit an assignment must be obtained from the Vice President Academics. The due date for the re-submission is determined by the Vice President Academics and must comply with the ratification deadlines set by the Academic Board.

The College is under no obligation to grant re-submission requests.

3.16 Grades

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

Percentage equivalents of grades are:			GPA equivalent of grades are:	
Where 50% is the pass mark:				
Pass:	A+	(>90%)	4	
	A	(85-89%)		
	A-	(80-84%)		
	B+	(75-79%)	3	
	B	(70-74%)		
	B-	(65-69%)	2	
	C+	(60-64%)		
	C	(55-59%)	1	
	C-	(50-54%)		
Fail:	D+	(44.5-49.5%)	May be eligible to re-sit. Not eligible to re-sit.	
	D / F	<44%		
Where 70% is the pass mark:				
Pass:	A+	(>90%)	4	
	A	(85-89%)		
	A-	(80-84%)		
			3	

B+	(75-79%)	2
B	(70-74%)	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 calculated as the average of all completed courses, both at the semester level and as an 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 in this Student Handbook, for details on pace calculation through the programme.

3.16.1 Definition of Results

- Withdrawal (WD): Recorded on the student's transcript when a student withdraws or defers after ten (10) days from the course start date but before 75% of the course has been completed.
- Fail (F): Recorded when a student has not met the minimum assessment criteria to pass a course, or withdraws or defers after 75% of the course has been completed.
- Did Not Complete (DNC): Granted only by the Academic Board in exceptional circumstances when a student is unable to complete their course. Students cannot apply for a DNC.

3.17 Notification of Results/Official Transcripts

After ratification by the Academic Board, final grades are uploaded to the College's Student Portal and are accessible to students at the end of each semester.

All graduating students receive an official transcript for the Bachelor of Chiropractic degree at the graduation ceremony.

Additional copies of transcripts requested from the College incur a \$30 administration fee per transcript. Requests should be submitted to the Registrar at (registrar@nzchiro.co.nz).

3.18 Failure in a Course

The College conducts an annual enrolment at the start of each year. If a student fails a first-semester course that is a prerequisite for a second-semester course, the student will be withdrawn from the second-semester course for failure to meet the prerequisite.

A student who fails a course must repeat it. Re-enrolment requires payment of the full tuition fee for the course. Exemptions from some attendance requirements and/or assignments may be granted at the discretion of the Vice President Academics.

Exemptions will only be granted if:

- The repeated course clashes with the academic timetable, significantly disadvantaging the student's programme progression; and
- The course content remains substantially the same.

Approval from the Vice President Academics is required for any student enrolment exceeding 120 credits in a single year. No student may be approved for more than one additional course per semester on top of their normal study workload.

A student who fails a prerequisite course due to disciplinary reasons may not repeat the prerequisite concurrently with the course for which it was required.

3.19 Dishonesty during Assessment

The College has zero tolerance for any form of academic dishonesty. Students are in breach of College policy if they engage in actions that compromise assessment integrity, including but not limited to the following:

- During Examinations:

- Copying from another student;
- Communicating with anyone other than authorised exam personnel;
- Possession of unauthorised books, printed material, electronic devices, or any other unauthorised resources;
- Use any other 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, in part or whole;
 - Directly copying 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 4.8 Disciplinary Procedures in this Student Handbook.

Refer to [Appendix A](#) in this Student Handbook for Examination Procedures.

3.20 Legible Handwriting

Students are responsible for writing legibly in all tests and examinations. If handwriting is not legible to an average reader, the examiner cannot award marks for the work.

3.21 Professional Presentation

All assessments are subject to the 4.1 Code of Conduct and College Values Policy (Section 4.1) in this Student Handbook, including prohibitions on profanity and discriminatory language. Any assessment, or component of an assessment, demonstrating unprofessional behaviour may receive a reduced grade and could result in failure of the assessment or course. Students may also 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 right 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

We inspire our students to pursue the greatness within, so they can optimise the potential in others, through the power of chiropractic.

College Values

Vitality, Discovery, Community, Excellence, and Service

Oranga, Kitenga, Hapori, Kairangi, and Ratonga

4.2 Unacceptable Behaviours

The following behaviours are considered 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**4.3.1 Chiropractic**

All chiropractic students are required to adhere to the behavioural and ethical standards that govern the profession, including:

- [Health Practitioners Competence Assurance 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.

4.3.2 Unacceptable Standards of Behaviour

Willful 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 Student 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.

4.3.3 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 Vitality/Oranga, Discovery/Kitenga, Community/Hapori, Excellence/Kairangi, and Service/Ratonga.

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 must be 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.

4.5.1 Chiropractic Centre Intern Uniform

The Chiropractic Centre Intern uniform is compulsory for all students. Year 1, 2, and 3 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 a 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 co-operation 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. They must follow these steps to ensure they have a strong password:

- Password must meet complexity requirements, e.g. by including a combination of upper- and lower-case letters, numbers, and symbols, and must 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;
- Do not re-use a password or PIN; do not use the same password or PIN for multiple accounts;
- Do not use the 'remember password' option in a web browser of a shared computer;
- Do not 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 were not 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 are 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 the two templates available on SharePoint. Only these templates may be used; custom signatures are not permitted.

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 act 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/tasks;
- 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 a 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 3.0 ASSESSMENT Policy in Section 3.0 of 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:

Kathryn 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
Nicola Pope:	nicola.pope@nzchiro.co.nz
Imran Khan Niazi:	imran.niazi@nzchiro.co.nz
Ruth Jasmat:	ruth.jasmat@nzchiro.co.nz
Jenna Duehr	jenna.duehr@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 4.2 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 4.1 Code of Conduct and College Values as outlined in Section 4.1 of 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:

<https://www2.nzqa.govt.nz/>

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 Fair Way Resolution

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

Fair Way Resolution is an independent service with experience in helping people to resolve disputes. You can contact Fair Way Resolution on 0800 774422.

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 2021](#)

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 domestic 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 is not 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
Someone's safety being at risk	New Zealand Police

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;
 - Students and staff are treated with respect, protected, and supported 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 6.10 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.

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 cards, 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 to the Registrar an original copy of a divorce decree, marriage certificate, or passport.

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 5.7 Tuition Fee and Compulsory Student Services 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 2026 the AMFM has increased tuition fees by 6%.

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 2026 tuition was 6%.

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 \$500 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 \$250.

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: 0800 88 99 00

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.

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, please see [Appendix I](#)

There is no refund available after the above dates, except for students receiving U.S. Financial Aid.

U.S. Federal Student Aid (FSA), also known as Title IV funding, is awarded and disbursed under the assumption that a student will complete course(s) for the entire semester and/or payment period for which the funds were awarded. When a student ceases attendance, officially and/or unofficially, the student may no longer be eligible for the full amount of Title IV funds originally awarded.

A student who withdraws from all courses and received Title IV funds must have a Return of Title IV calculation performed to determine the percentage of aid that was actually "earned" based on the amount of time the student was enrolled. Students are entitled to aid that was "earned." NZCC will return any "unearned" aid to the appropriate Title IV program. This adjustment and process is most often referred to as performing the return of Title IV funds or simply "R2T4".

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 1:00pm to 7:00pm, Monday to Friday, and from 7:30am to 9:30am, Tuesday - Thursday. Student interns can access the Chiropractic Centre from 11:00 am Monday to Friday, except on Tuesday to Thursday when access is available from 7:00 am. For more information, refer to the Chiropractic Centre Student Handbook.

6.5 Counselling

Counselling appointments are offered throughout the semester, two days 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 & Rehab.

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.

6.5.1 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, 2, and 3 may take a locker. Students must provide their own padlock and keep the locker and cubby clean and tidy.

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 (including locks) and the cubby storage. 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 SharePoint. 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 (7th edition) is provided by the Library. This APA guide is available in [Appendix C](#) of this Student Handbook, on SharePoint, 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

6.8.1 Library Policy Procedures

Opening Hours

The hours of the library are based on feedback from the Librarians, students, and the Vice President - Academics. These hours are published in the student handbook, on the College website, and outside the library.

Borrowing

Borrowers must familiarise themselves with all borrowing information and comply with loan periods and conditions:

- A. Any Library Material may be borrowed by a member who is entitled to do so, unless that Library Material is restricted for use in the Library only.
- B. Borrowers must present any Library Material that they wish to borrow for issuing at the lending desk.
- C. The Due Date is set at the time of issue and reset when a Borrowed Item is renewed or when it is recalled.
- D. The Librarian is under no obligation to notify Borrowers when a Borrowed Item is overdue; a fine is charged when a Borrowed Item is returned after the Due Date, even though no overdue notice may have been received by the Borrower.
- E. A Borrower may only take Library Material out of New Zealand with the permission of the Librarian.
- F. A Borrower remains personally responsible for:
 - Keeping each Borrowed Item reasonably safe and secure and in their possession.
 - Notifying the Library immediately if a Borrowed Item becomes lost, stolen, damaged or destroyed;
 - Returning each Borrowed Item on or before the Due Date or any earlier date specified in a recall notice;
 - Returning each Borrowed Item in the same condition and repair as when it was borrowed (subject to reasonable wear and tear).

Renewals and Recalls

Items not required by another borrower may be renewed twice. Items may be recalled before the due date if required by a staff member for a course or if requested by more than one member.

- A. Library Material that is in high demand will be available from short loan collections.
- B. Library Material that is in high demand will be loaned for a restricted period and normally may not be removed from the Library.

Interloan and Document Delivery

The Library is a prescribed Library and non-charter member of the New Zealand Interloan Scheme. Staff and students engaged in research may request material essential to their work to be borrowed for them from other libraries. Conditions may apply, depending on the supplying Library; and borrowers who request overseas interloan or document delivery may be required to pay the costs incurred.

Conduct of Users

- A. A Borrowed Item may not be passed to another Member without being reissued in that Member's name. Where this Policy is breached the Member in whose name the Borrowed Item is issued remains liable for all fines and fees payable by reason of failure to return the Borrowed Item that is overdue, recalled, or lost.
- B. The unauthorised borrowing, removal, damage, or defacement of Library Material is regarded as a serious disciplinary offence.
- C. Every Member must report any change of address as soon as possible either by updating the information held in the central College database through the web self-service facility or by notifying the Library.
- D. Seats in the Library may not be reserved and items left unattended on chairs or tables may be removed by an Authorised Person.
- E. The Library accepts no responsibility for personal belongings brought into the Library.
- F. There is to be no noisy or disruptive behaviour in the Library. Such behaviour includes conversation that disturbs other Users and the audible use of equipment, including cell phones.
- G. Unless specifically approved, hot food or drink, other than water in approved non-spillable containers, may not be consumed in any part of the Library.
- H. An Authorised Person may confiscate food or drink not specifically approved that is brought into the Library in a consumable state.
- I. All Users must identify themselves if requested, and must comply with such directions as may reasonably be given by any Authorised Person in order to maintain good order and discipline.
- J. All Users must present all Library Material and personal property for inspection if requested.
- K. All Users must vacate the Library by closing time; a reminder will be given 15 minutes before the notified closing time.
- L. In the case of any User who acts or behaves in the Library in a disorderly or improper manner or is otherwise in breach of this Policy:
 - An Authorised Person may require that person to withdraw from the Library;
 - The User's Library privileges may be withdrawn or restricted for such period as the Librarian thinks fit.

Fines

- A. Failure to return Borrowed Items by the Due Date will incur a fine.
- B. Members are responsible for, and are to make good any loss of, or damage to, any Borrowed Item, or any Library Resource they use in the Library.
- C. A Borrowed Item remains the property of the Library, notwithstanding payment of the bill for its replacement, and must be returned if found. A refund will be made, in whole or part, according to the condition of the item on return. The administration fee will normally be retained.
- D. Where a fine or charge in excess of the outstanding fees limit is not paid within 14 days of becoming due:
 - The Member's library privileges may be withdrawn or restricted for such period as the Librarian thinks fit;
 - The Librarian may recommend to the Registrar that in addition the following penalties may be imposed on a Student:
 - withhold the formal notification of the results of any examination of the Student;
 - decline to re-enrol the Student;
 - decline to release the Student's academic record;
 - withhold any Degree or Diploma certificate from that Student.

Use of Computers in the Library

The Library provides PCs for use in the Library and wireless access for laptops. College standards apply for Internet access and use of College property. Students who are using the computers for their study have priority of use over casual users. Any application installed on these PCs must be used according to the providers' requirements, relevant copyright legislation, and College standards.

Copyright

Every user of facilities in the Library must comply with the current New Zealand copyright legislation.

Acquisitions Policy

For economic reasons most library materials are ordered from overseas vendors. New Zealand material is always sourced locally. If particular items are required urgently, they will be bought locally if available, cost being a secondary consideration. The purchasing equation is: the best value for money commensurate with speed of availability.

Formats

Material is collected in various formats, depending on appropriateness for the collection and availability. Books are still purchased primarily in traditional printed copy. Paperback is usually favoured over hardback to save funds.

Multiple Copies

The library attempts to minimise duplication of book and journal titles held within the library system, so students have access to a wide range of material on a given subject. However, some duplication is necessary because of demand. At least one copy of each required textbook is bought for the Closed Reserve collection, with at least one other (including other editions) available for borrowing.

Languages other than English

The acquisition of material in languages other than English is limited to a number of specific cases: language acquisition (e.g. Māori) dictionaries, where considered useful.

Collection Priorities

- A. To collect and provide access to books, journals, and electronic resources in support of all NZCC programmes. This includes the provision of reference materials, required texts and multiple copies of items in heavy demand;
- B. To acquire other materials needed to build research collections for fields in which the NZCC supports student and academic research;
- C. To acquire other material which does not fit into current teaching or research programmes if it is considered appropriate for the general interest of users and for the scope of the Library's collections;
- D. To move towards electronic access to full-text journal articles where available, due to the ease of searching and budgetary and space constraints.

Criteria for Selection

New titles recommended must meet several of the following:

- A. support current or future programmes and research;
- B. add significant knowledge to a subject or subjects;
- C. have been favourably reviewed and/or recommended by a person qualified in the subject (including selection guides in the discipline such as Doody's Core Titles) to fill a known gap.

Other considerations are:

- D. price - expensive volumes are carefully considered, but are limited by budget;
- E. potential use and demand from other subjects;
- F. quality (reputable publishers);
- G. scope and content;
- H. appropriate level for intended users;
- I. have an immediate, known readership;
- J. New Zealand content;
- K. language and country of origin;
- L. currency (most recent edition).

Additional criteria for electronic resources also include: accessibility; method of delivery; relationship to the print version (if relevant); ease of use (both in the Library and remotely).

Missing or Lost Books

Are replaced by the same title or a new edition, or by a new title in the subject area, unless the area is felt to be well covered.

Donations and Gifts

The Library accepts gifts provided that the material fits within the Library's collection priorities, given that even a 'free' book costs at least \$25.00 to add to the collection. Materials are accepted on the understanding that the Library has control over what is kept, and the use made of it.

Unwanted donations are returned to the donor. If the donor does not want them, they may be offered to other libraries, offered to students, sold, or discarded.

Withdrawal/De-selection

The Library aims to provide high quality information in terms of currency, accuracy and relevance, and its stock is continuously assessed on this basis. It is available to be borrowed for home use. As the collection expands and ages, items not in regular use may be kept in storage (Stack collection). Continuous stock revision ensures that the collections are relevant to users' needs and that best use is made of the available space.

Criteria for de-selection:

- material has no potential future use;
- superseded editions;
- material is in poor state and the cost of repair outweighs the replacement cost or value; material is outdated;
- All items selected for withdrawal or transfer to Stack are checked in consultation with the appropriate academic staff. New Zealand material is usually transferred to the Stack collection except for multiple editions of textbooks. Final responsibility for decisions on particular items rests with the Librarian. See also journals retention policy.

Interlibrary Lending

While the Library aims to meet users' needs, it cannot provide everything for students' and staff research. Therefore, the Library will obtain material which is not held in the Library from other libraries or from document delivery sources, on behalf of users. Currently the Library does not lend material to other libraries unless we are the sole holder of the item.

Censorship

The NZCC Library view on censorship is as follows: that given effective and informed librarianship, censorship as commonly understood is unnecessary and therefore undesirable.

Evaluation

Select parts of the collection are periodically reviewed. In 2003, the Library carried out an evaluation of the strength of its collection in particular subject areas based on the Conspectus methods of evaluation developed by the Pacific Northwest Libraries in Oregon, USA. This has formed the basis for the development of the Library Collection.

Collections

Electronic Resources

Electronic resources include a range of indexing and abstracting tools and full-text material, especially journals. All electronic resources shall be accessed through the Library homepage. Ideally electronic resources will be IP authenticated, however some will need their own username and password.

E-Books

Similar criteria for selection applies as above for print volumes; access is currently from PC only, e-book reader access is not currently offered.

Journal Databases

The Library subscribes to a number of journal databases providing access to journal articles (either full text or citation/abstract). Databases are selected on the following criteria, and reviewed periodically. Criteria for evaluation are:

- Content (e.g. relevance to subjects and quality of information);
- Functionality (e.g. ease of use and search features; statistics);
- Price;
- Vendor (e.g. what services such as training are included);
- Technical issues.

Internet Resources:

- A. Freely available Internet resources are selected for addition to the web-pages or the Catalogue.
- B. Suggestions for additional Internet sites should be made to the appropriate Librarians. Criteria for evaluating websites are:
 - accuracy, credibility, and authority;

- currency - how frequently it is updated;
 - objectivity;
 - presentation and usability.
- C. Portable document format files (PDFs) will be catalogued and included in the Library's catalogue. These are often files of government documents that the Library would traditionally have purchased. The following criteria must be taken into account when selecting PDFs:
- D. Usefulness of the document and appropriateness to the Library collection;
- ease of use;
 - Sometimes a print copy will be purchased, especially if the document is long or will be heavily used.

Journal Collection

The journal collection reflects the subjects taught and research areas. New journal titles are evaluated on the basis of:

- A. contribution to the collection;
- whether it is indexed in a database subscribed to by the Library – generally if something is not indexed it will not be ordered, unless it will be primarily used by browsing;
 - whether the title will still be of value in five years' time;
 - whether print or electronic is the most suitable format;
 - Subscriptions are reviewed annually;
 - Journals which are available full-text on databases, will not generally be subscribed to unless they are useful for browsing, or in some cases if the full-text has a long embargo period.

Retention

- A. Most journals are retained indefinitely, with most topical short life publications (e.g. newsletters) being retained for a specific period (normally between one and three years).
- B. Occasional purges of the collection may be carried out to discard material of no further value.

Donations

Donations of journals, or journals obtained from disposal lists will be accepted if they fit most of the following criteria:

- A. the title is already subscribed to;
- they are indexed on a database subscribed to by the Library;
 - they add substantially to the body of knowledge and will be of use to staff and/or students;
 - there is space available to store them;
 - Short runs are to be discouraged.

New Zealand and Pacific Material

New Zealand and Pacific material is acquired where appropriate to the subject in its wider context.

Fiction and Children's Material

Fiction and children's material is bought where:

- A. it has a specific Chiropractic focus or theme;
- B. it is set as a text for a specific paper;
- C. Donations of fiction in good order and of reasonable standard will be accepted for the collection.

Reference Collection

The Reference collection (not for loan) consists of works which are intended to be referred to for specific pieces of information rather than read through, for example, dictionaries, encyclopaedias, statistics, atlases, handbooks, expensive and/or extensive texts. The preferred format for the collection is hardcover.

Audio-Visual Collection

The Library's audio-visual collection augments the print collection. Audio-visual material is bought when it is the most appropriate format for the treatment of the subject, or the only format

available. The audio-visual collection includes: videotapes, audio cassettes, slides, DVDs, and CD-ROMs.

The library purchases material primarily for student use. Material required for teaching purposes should be purchased by the Vice President Academics or Associate Deans. Co-operative acquisitions will be considered on a case-by-case basis. Because of the very high cost of medical/chiropractic videos/DVDs, these are bought only when specifically required. All audio-visual material is kept in a separate collection, except when required in Closed Reserve.

Closed Reserve Collection

Materials in high demand (including prescribed and many recommended texts) or required for a specific time are kept in the Closed Reserve collection, housed behind the Issues Desk. Items are moved in and out of the Collection as required. Material may be issued for two hours and used in the Library only.

Material that is no longer in high demand or is beyond repair will be kept in the Stack Collection if it is felt to be important enough to retain, e.g. very significant or seminal material. Most Chiropractic and New Zealand books are retained except multiple editions of textbooks, or popular works.

Types of materials not collected include: newspapers, clippings, museum objects, kits, pamphlets (some exceptions are made), publishers' catalogues and advertising, equipment catalogues and photocopies (other than in the Closed Reserve collection).

Collection Goals

The Library's collection development goals are:

- A. to support the teaching, learning and research functions of NZCC by acquiring and organising a relevant collection of print, electronic and audio-visual resources;
- B. to reflect both the subjects taught and the appropriate academic level of the courses offered by the NZCC;
- C. to maintain the physical condition of the collection at an appropriate level;
- D. to participate in resource sharing and networking at a regional, national, and international level.

Collection Priorities

The NZCC Library has the following priorities in building its collections:

- A. to collect and provide access to books, journals, and electronic resources in support of all NZCC activities;
- B. to provide reference materials, required texts and multiple copies of items in heavy demand;
- C. The Library acquires other materials needed to build research collections for fields in which the College supports student and academic research;
- D. Material which does not fit into current teaching or research programmes may be purchased if it is considered appropriate for the general interest of users and the scope of the Library's collections;
- E. Increasingly, the Library has moved towards electronic access to full-text journal articles where available, due to the ease of searching and budgetary and space constraints, with continued access to archival volumes a strong consideration.

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. They are expected to maintain satisfactory academic progress and be in good standing with no disciplinary circumstances.

6.11 Local Support Agencies and Contacts

Australian Consulate General 188 Quay Street Auckland Central (09) 921 8800	Consulate of Canada 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	Sexual Wellbeing Aotearoa: Papakura Clinic: Trust Arcade, 169 Great South Road, Papakura, Auckland 2110 07 810 6610 for appointments
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 1060 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 6-9pm 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	

Further resource contacts can be found on the student support Moodle page.

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 Head of Department - Technique 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 convenor'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 to the New Zealand Chiropractic Board any incident in which a student is found guilty. 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 7.11 International Students (Section 7.11) of this Student Handbook.

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 SharePoint.

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 on College servers 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 on a regular cycle 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

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
The Lumbar hours are:	8:30am-4:30pm	Monday – Friday (during semesters only)

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 staff. Materials used must be recorded to maintain an adequate supply. There are several 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 4.9.3.3 External Complaint Procedure for International Students (Section 4.9.3.3) 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 Office:

(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 practice.

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

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.

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.

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 New Zealand Chiropractic Students' Association (NZCSA).

If you are leaving your car at the college while you are not on campus, you must report this to Facilities, facilities@nzchiro.co.nz

Security

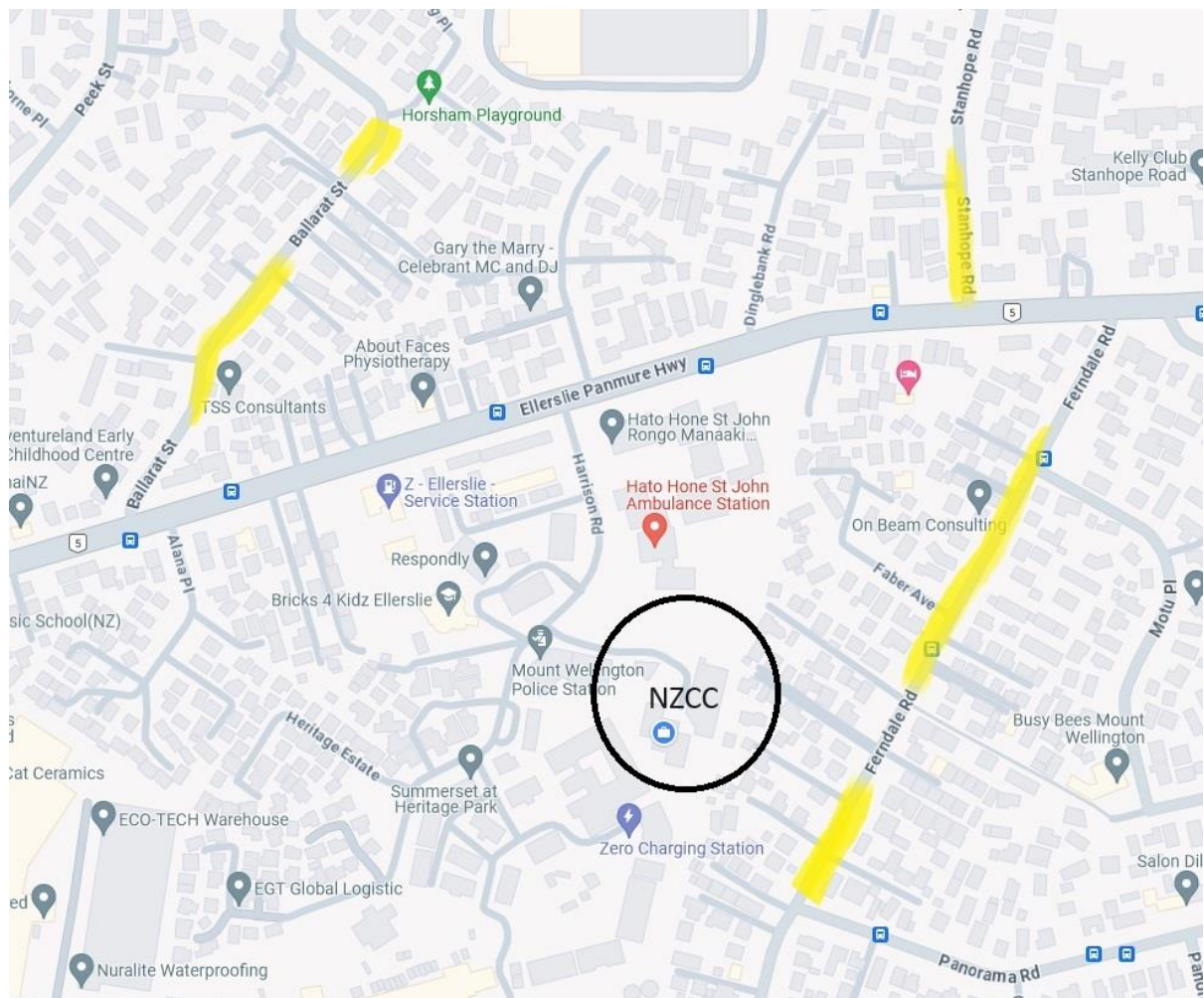
While the College takes reasonable steps to ensure the security of vehicles on its premises, we cannot guarantee complete security. The College disclaims any liability for loss or damage to vehicles, whether due to parking lot use, inability to use the parking lot, negligence, or other causes.

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 8:30am to 4:30pm Monday – Friday (during semesters only).

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 Student ID card at all times. The Student ID card 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 staff 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 academic 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 2020](#) (see Sections 49-53).

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 staff. Small group activities such as yoga and mindfulness classes can be booked - please see Reception staff. 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). <i>Technique 1</i> [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.
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).
(Hohepa, et al., 2006)
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)
<https://chiromt.biomedcentral.com/articles/10.1186/s12998-021-00401-5>
Note: Provide a paragraph number for a direct quote
(Pollard. 2021, para. 5) **or** Pollard (2021) suggest “...” (para. 5).
10. **Magazine article – popular/trade/general interest**
Goodwin, D. K. (2002, February 4). How I caused that story. *Time*, 159(5), 69.
Note: Full date is used for weekly magazines; month and year for monthly magazines
(Goodwin, 2002) **or** Goodwin (2002) defends ...
11. **News site webpage (Not newspaper site). No author**
Chiropractic treatment available on NHS in Cornwall. (2013, August 13). BBC News
<https://www.bbc.co.uk/news/uk-england-cornwall-23669971>
Note: Website name is not italicised. Abbreviate for in-text citation
(*Chiropractic treatment*, 2013) **or** *Chiropractic treatment* (2013) reports...
12. **Newspaper article – (Print version)**
Hartevelt, J. (2007, December 20). Boy racers. *The Press*, p. 3.
Note: Include p. or pp. before the page number – for newspapers only, not magazines
Hartevelt (2007) deplores... **or** (Hartevelt, 2007).
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/>
Note: It is no longer necessary to include the date of retrieval.
(Nichol, 2016) **or** Nichol (2016) describes
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/KAH5KYDBBRNKUVHXYRCJQK2M/>
Note: Article title comes first. Italicise newspaper title. In the text, abbreviate title and use double quotation marks.
In “Businesses up the ante” (2022) **or** (“Businesses up the ante”, 2022)
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>
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
(Rachael Ray Show, 2018, 2:12) **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/>
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
(New Zealand College of Chiropractic [NZCC], 2022) **or** New Zealand College of Chiropractic (NZCC, 2022) **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, visitors 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 on the campus, 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, co-operate 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;
- 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.

DEFIBRILLATOR LOCATIONS (AED)

- AED signs are visible across campus.
- There are two AED's on campus, located at the Chiropractic Centre Reception and Kura building foyer.

EPIPENS

- A Junior and Adult EpiPen are held at the Chiropractic Centre Reception should they be needed.

EVACUATION PROCEDURES

Fire Evacuation Procedures

- Green "EXIT" lights are displayed prominently from the ceiling in all areas;
- Fire extinguishers are located in all buildings with instructions in their use and Fire Action Notices displayed on the wall above the fire extinguishers;
- Emergency break glass manual call panels are located in all areas of the buildings;
- Emergency door releases are fitted next to all security access doors. These are to be used in the event of the doors not opening during an emergency;
- Exits are to be kept clear at all times.

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:

- Main door from administration and door from Barnett Theatre area through downstairs main door;

- Back Door leading from Research and Ako Technique Room;
- 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 emergency break glass manual call panel;
- **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;
- **Leave** everything behind;
- **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; see Facilities for assistance;
- **Wear stable shoes** with non-slip soles and shoes suitable for the weather conditions;
- **Look** at the direction in which you are walking - watch for trip hazards and report them as soon as possible;
- **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** to Facilities 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 to Facilities;
- **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 to Facilities;
- **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; good housekeeping is important;
- **Do** read the periodic Health & Safety directives and follow the instructions given;

- **Please** ensure that any equipment you bring to campus is fit for its intended purpose and is in good condition;
- Check first with Facilities before bringing or donating electrical equipment to campus.

FIRST AID BOXES are 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. A list of locations and current first aiders is located with all first aid kits and on Health & Safety noticeboards across campus.

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.

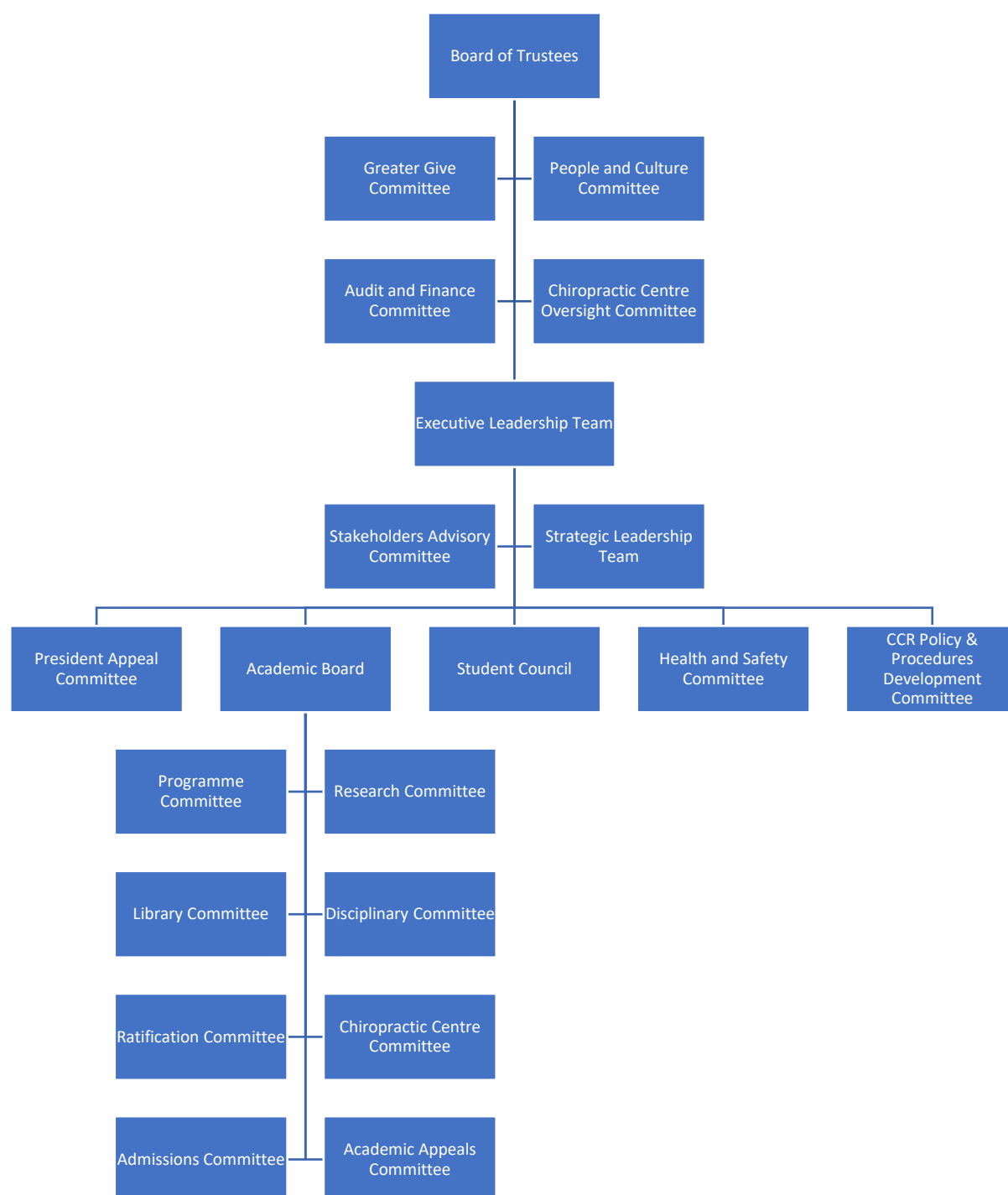
The following information will be required by the ambulance controller:

- 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.

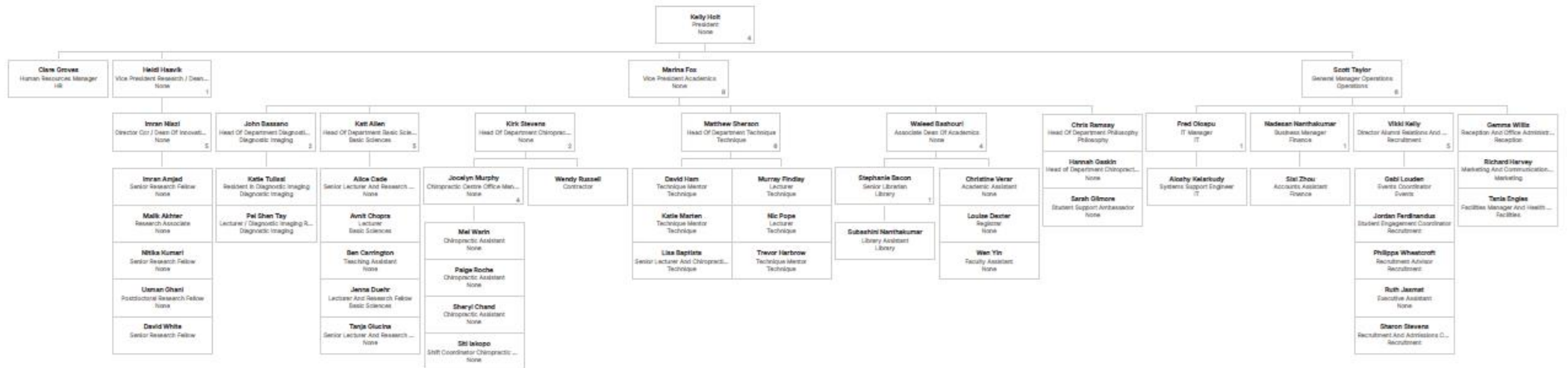
Tell the ambulance service what you find in your quick assessment. This can give them an indication of how severe the injury or illness is.

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



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: U.S. Federal Student Aid Policy – RETURN OF TITLE IV FUNDING

OVERVIEW

U.S. Federal Student Aid (FSA), also known as Title IV funding, is awarded and disbursed under the assumption that a student will complete course(s) for the entire semester and/or payment period for which the funds were awarded. When a student ceases attendance, officially and/or unofficially, the student may no longer be eligible for the full amount of Title IV funds originally awarded.

A student who withdraws from all courses and received Title IV funds must have a Return of Title IV calculation performed to determine the percentage of aid that was actually “earned” based on the amount of time the student was enrolled. Students are entitled to aid that was “earned”. NZCC will return any “unearned” aid to the appropriate Title IV program. This adjustment and process is most often referred to as performing the return of Title IV funds or simply “R2T4”.

Note: Under the College’s tuition/fees refund policy (see Section 5.7 & 5.7.1 of Student Handbook), tuition and fees become payable in full once the student is enrolled beyond ten (10) working days of the semester or course start dates. The College’s policy is separate from the Return of Title IV regulations and withdrawing students may still owe funds to the school to cover unpaid charges which cannot be covered by FSA.

DEFINITIONS

Payment period – means the period for which the aid was certified and disbursed. For the College, the payment period equals semester. The end of the payment period is the last day of the semester in which the student is enrolled.

Withdrawal date- is used to calculate the amount of aid a student has “earned”. For the College the withdrawal date is always the last date of academic attendance as determined by the school from its attendance records.

Date of Determination- is the date that the College determined that the student ceased attendance. In all but exceptional circumstances this date will be no later than 14 days after the student’s last date of attendance as determined by the College from its attendance records. The 14 days includes holidays, breaks, and weekends.

TYPES OF WITHDRAWAL AND LEAVE OF ABSENCE (DEFERMENT)

Withdrawals

A “withdrawal” refers to a student’s intent to completely terminate studies at the College with no expectation of return. Students, who subsequently decide to return to their studies, must go through the Admissions process to be considered for re-enrolment.

Official Withdrawal

An Official withdrawal is where the College has received notice from the student they have ceased or will cease attending the College.

If a current student wishes to withdraw from the programme, they must apply to and meet with the Vice President Academics and then complete an “Application to Defer or Withdraw” form.

Unofficial Withdrawal

An unofficial withdrawal is one where the College has not received notice from the student that the student has ceased or will cease attending the College.

If a student stops attending classes without notifying the College, the withdrawal date will be the last date of academic attendance as determined by the College from its attendance records. Attendance records are reviewed every 14 days and sent by the Academic Assistant to the Financial Aid Administrator. If a student has been absent without due cause then the College’s determination date of withdrawal for R2T4 calculation purposes will be no more than 14 days after the last date of academic attendance.

Leave Of Absence (LOA)

A LOA is a temporary interruption in a student's programme of study. LOA refers to the specific time period during a programme when a student is not in attendance and will return to complete the programme.

At the College a LOA is known as a deferment. All Students are encouraged to speak to the Financial Aid Administrator before submitting a LOA to understand potential impacts on any financial aid they are receiving and also visa implications in the case of international students.

All students must apply for an LOA by completing the Application to Defer or Withdraw form and submitting it to the Vice President of Academics (see Section 2.8 Programme Deferment in the Student Handbook for details on the process for LOAs).

If a student's LOA is rejected they can then apply to withdraw from the programme should they want.

Approved Leave of Absence/Deferment

A student who is granted an approved LOA is considered to remain in an in-school status for Title IV loan repayment purposes.

Note: An LOA must meet the conditions below to qualify as an Approved LOA:

- The situation described as the reason for the LOA must be non-academic in nature and one that leads to a reasonable expectation that the student will return from the LOA within the allowed time frame.
- Students must apply in advance for a LOA unless unforeseen circumstances prevent the student from doing so (for example, injury or illness).
- A student returning from an LOA must resume study at the same point in the academic program that he or she began the LOA.
- The LOA together with any additional leaves of absence must not exceed a total of 180 days in any 12-month period including days in which school is not in session.

Note: A failure to return from an Approved LOA may affect loan repayment terms, including the expiration of the grace period.

Unapproved Leaves of Absence

The College may grant a student a LOA that does not meet the conditions above to be an approved LOA for Title IV purposes. However, any LOA that does not meet all the conditions for an approved LOA is considered a withdrawal for Title IV purposes with the withdrawal date being the last date of academic attendance as determined by the school from its attendance records.

Return of Title IV 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. The calculations must be completed within 30 days from the date it determines a student's complete withdrawal. The College must return "unearned" FSA for which it is responsible as soon as possible but no later than 45 days from the determination of a student's withdrawal. Up through the 60% point in the period of enrolment, a pro-rated schedule is used to determine the amount of FSA the student has "earned" at the time of withdrawal. After the 60% point in the period of enrolment, a student is considered to have "earned" 100% of the FSA they were scheduled to receive. For students who withdraw after the 60% point in time, there is no "unearned" FSA to be returned.

Steps in the return of Title IV funds are as follows:

1. *Determining the student's withdrawal date:*

- The NZCC has a requirement that its Lecturers/instructors take attendance for all classes.
- As such a student's withdrawal date is always the last date of academic attendance as determined by the school from its attendance records.
- This date is used for all students who cease attendance by officially or unofficially withdrawing or taking an unapproved Leave of Absence.

- For those students who do not return from an approved Leave of Absence, the withdrawal date is the earlier of date of the end of the Leave of Absence or the date the student notifies the College that they will not be returning.

2. *Collating Students FSA information:*

- The College will determine:
 1. The total amount of FSA disbursed for the payment period in which the student withdrew. A student's FSA is counted as disbursed in the calculation if it has been applied to the student's account on or before the date of withdrawal.
 2. The total amount of FSA disbursed plus the FSA that could have been disbursed for the payment period in which the student withdrew.

3. *Calculating Percentage "Earned"*

- The percent earned is equal to the number of calendar days completed up to the withdrawal date divided by the total number of calendar days in the semester/payment period.
- Breaks of 5 days or longer are not included in the count of total days in the payment period.
- Percentage "Earned" = Number of Days Completed ÷ Total Days in Payment Period.

4. *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 that could have been disbursed for the Payment period.
- If the percentage of the payment period completed is more than 60 percent, the student has "earned" 100 percent of the aid for that payment period.

5. *Amount of FSA to be Returned or Disbursed as a result of Withdrawal*

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

- If the aid already disbursed **equals** the "earned" aid, then there is no "unearned" aid and no further action is required;
- If the aid already disbursed is **greater than** the "earned" aid, then the difference ("unearned" aid) must be returned to the lender within forty-five (45) days of the date of determination;
 1. Any "unearned" aid must be returned in the following order:
 1. Direct Unsubsidised loans
 2. Direct Subsidised loans
 3. Direct PLUS loans
- If the aid already disbursed is **less than** the "earned" aid, then the College will calculate a post withdrawal *disbursement* (see section below).

6. *Written notification to student, or parent in case of parent PLUS loan of any return/repayment.*

- The student and the College are both responsible for returning "unearned" federal financial aid to the federal government.
- Once the College has determined the amount of each type of "unearned" aid that it must return, any remaining "unearned" funds that were disbursed are the responsibility of the student.
- The College must return any "unearned" funds it is responsible for no later than 45 days from the date of determination of the student's withdrawal and in the order outlined above in section 5.
- If the College is required to return funds on the student's behalf to the appropriate federal programs, it will subsequently bill the student for any balances owed back to College as a result of the return of Title IV funds.
- The College must provide within 30 days of the date of the determination that the student withdrew, a written notification to the student, or parent in the case of parent PLUS loan indicating the type of loan, amount of the "unearned" Title IV aid and any actions to be taken.
- In addition, students who withdraw from the College while in receipt of aid are obliged to repay the disbursed funds to the U.S. Federal Government in accordance with the terms of the loan and condition of the promissory note.

Post Withdrawal Disbursement (PWD)

- If the student did not receive all the FSA that was “earned” by the time of their withdrawal date, they may be eligible for a Post Withdrawal Disbursement (PWD) of these eligible funds.
- The student’s R2T4 calculation will indicate if the student and/or parent may be eligible for a PWD.
- Within 30 days of the date of determination, the College will notify the student borrower (and parent in the case of a Parent PLUS loan) in writing prior to making any PWD of funds. The notification must specify as follows:
 - Explain that the borrower may accept or decline all or a portion of the PWD.
 - Request confirmation of any amount to be credited to the student’s account or directly disbursed to the borrower.
 - Specify a deadline of 14 days from the date the notification is sent for required response/confirmation from the borrower.
 - Specify that if no response is received by the College within 14 days, the College is not required to make the PWD.
 - Explain the obligation to repay the loan.
- Students will have 14 days from the date of notification to respond in writing that they will accept or decline all or a portion of the post-withdrawal disbursement.
- If students accept the post-withdrawal disbursement, the loan funds will be disbursed to students’ accounts within 180 days of the date of determination that the student has officially withdrawn.
- For any post withdrawal disbursement not credited to the student’s account, the College must make the disbursement as soon as possible but not later than 45 days after the determination date that the student withdrew.
- For post withdrawal disbursements of Parent PLUS Loans, notification will be made through the student, and the response to accept or decline all or a portion of the post-withdrawal disbursement must be made by the parent in writing. Parents should note that any post-withdrawal disbursements that they accept will still be disbursed to the students’ accounts.

Treatment of Title IV credit balance when a student withdraws:

If a credit balance exists on the student's account after applying institutional refund policy and the R2T4 calculation, the institution will disburse the credit balance to the student as soon as possible but no later than 14 days from the date the school performs the R2T4 calculation.

APPENDIX J: 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 2021 are held in the Office of the Vice President Academics.

Date	Section	Description
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
Nov 2024	Appendix G	Update: Organisational Chart
	General	Update to job titles
	1.1	Update: Bachelor of Chiropractic Curriculum
	Appendix G	Update: Organisational Chart
Nov 2025	Appendix I	U.S. Financial Aid - Return of Title IV Funding
	General	Updated allocation of responsibility for each handbook
	1.1	Updated NZQA definition of a Bachelor's Degree and associated graduate outcomes
	1.3.1	Updated Bachelor of Chiropractic Curriculum table
	2.1.1	Added Year 2 entry pathway for applicants with external foundation courses; removed associated fees
	2.1.4	Updated minimum age requirement for domestic students
	2.1.8	Updated faculty responsible for approving RPL credit
	2.6.1	Updated attendance requirement for all students
	2.6.2	Updated excused absence certificate submission timeframe
	2.20	Updated awards and scholarships section
	3.7	Clarified section title; updated aegrotat and alternative assessment information
	3.8	Updated missed and alternative final exam procedures, including aegrotat criteria
	3.15.1	Updated re-sit requirements
	4.1	Updated Mission and College values
	6.4	Updated Chiropractic Centre hours
	6.8.1	Added library policy procedures
	7.13	Updated parking hours
	Appendix G	Updated organisational chart