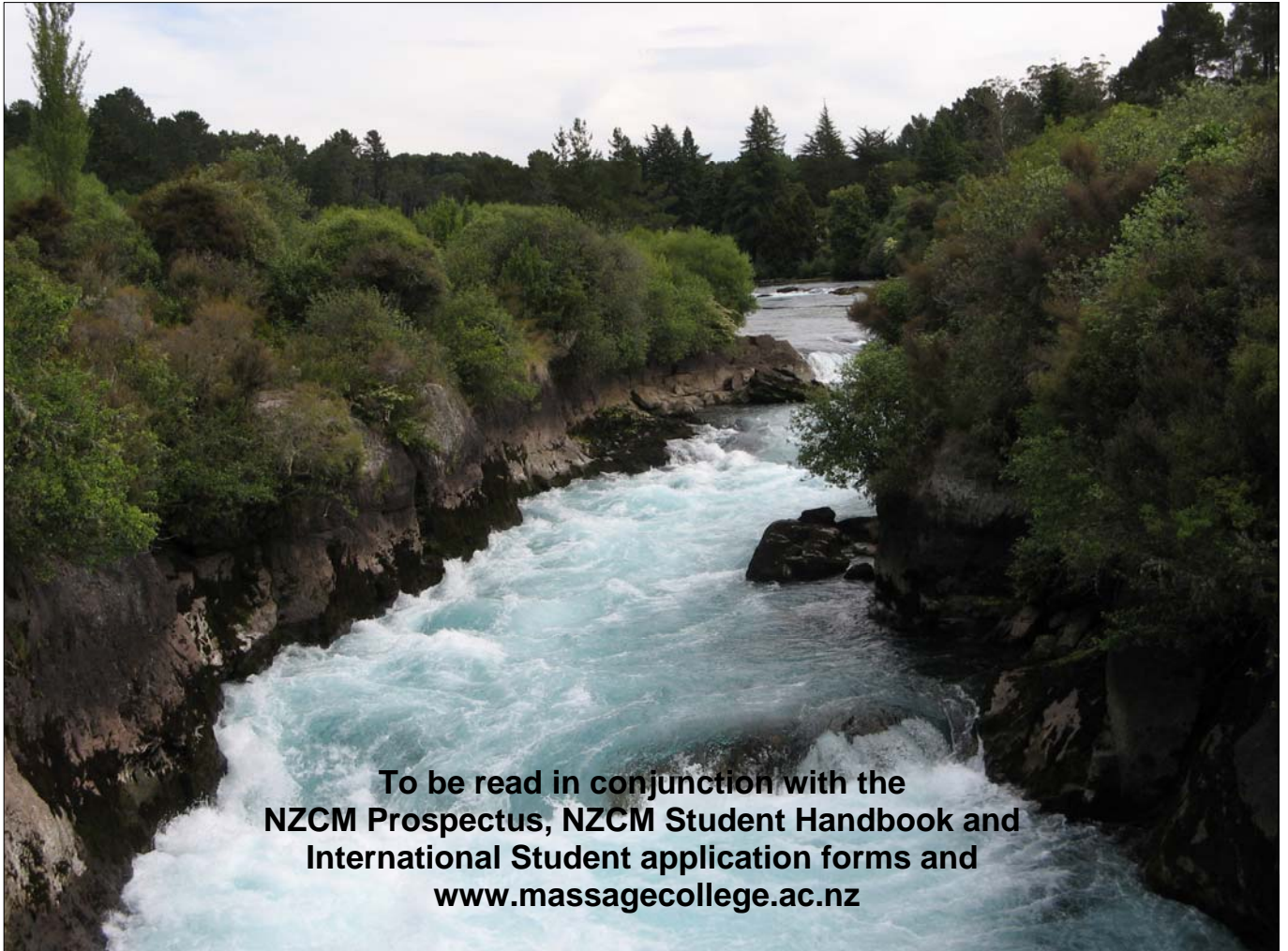




new zealand  
college of massage  
*The leader in massage therapy education*

# International Student Prospectus 2011



To be read in conjunction with the  
NZCM Prospectus, NZCM Student Handbook and  
International Student application forms and  
[www.messagecollege.ac.nz](http://www.messagecollege.ac.nz)

## Kia Ora Tatou – Greetings Everyone

Make 2011 your year for a rewarding career helping others achieve healthy lifestyles.

### **What makes NZCM the leader in massage therapy education?**

The College draws upon a very large pool of top clinical therapists to provide current and relevant education. Our team commitment to excellence in teaching and an integrated approach to wellness links with a successful combination of up to date evidence based practice, quality of touch, and attention to the therapeutic relationship.

Massage is a dynamic and growing health modality both nationally and internationally. Research has verified the benefits of massage, sports massage, neuromuscular therapy, and other forms of hands-on therapies. These studies demonstrate results such as decreased muscle based pain, reduction in stress and anxiety, increased immune function, improved mood, and less dependence on medication. Government health reports note that massage is the most frequently chosen complementary therapy modality for referral from medical practitioners.

To complement our teaching staff, our superb administration team goes beyond the ordinary to ensure the smooth running of the heart of the college. Visit our website at [www.messagecollege.ac.nz](http://www.messagecollege.ac.nz) to see our great team.

With warm regards to you all from the New Zealand College of Massage Team.

***It can change your life...***

### **Our Mission**

The primary objective of the New Zealand College of Massage is to provide the highest quality education in a range of bodywork therapies.

Students are encouraged to develop a scientific knowledge base as part of their massage practice. Programmes at certificate, diploma and degree level blend current scientific research and industry interface, traditional healing pathways and NZQA standards.

**[www.messagecollege.ac.nz](http://www.messagecollege.ac.nz)**

***The New Zealand College of Massage has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education.***

***Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at***  
**<http://www.minedu.govt.nz/goto/international>**

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## APPLICATION PROCEDURES

4.2.2 (includes 4.2.8, 17.1)

### How to Apply

- Complete the appropriate application form for international students for the qualification you wish to enroll in.
- Please contact the Auckland Administration Centre for all application forms or download from website.
- Ensure you post in ALL relevant information. If the information requested by the College is not supplied, your application will be returned to you and therefore your enrolment delayed. Once you have been interviewed (either by phone or face to face) and your enrolment accepted, your full course fees will be payable.
- Please note that all enrolments and administration for Auckland and Wellington are processed at our Auckland Administration Centre. The Wellington phone number (+64 4 916 0200) is transferred directly through to Auckland. There is no administration office in Wellington.
- Post application form, all required documentation and \$75.00 non-refundable enrolment fee to:
  - The New Zealand College of Massage
  - PO Box 9865, Newmarket 1149, Auckland
  - New Zealand
- By signing your enrolment form you agree to accept the NZCM policies and regulations contained in this prospectus, application packs and associated material. Our Administration Centre can answer any queries, by telephone or email.
- If there are further requirements you will be notified of these.
- Interviews are held for the following qualifications:
  - Certificate in Relaxation Massage
  - Diploma in Health Sciences (Therapeutic Massage) and (Reflexology)
  - Diploma in Health Sciences (Massage and Sports Therapy)
  - Bachelor of Health Studies (Massage and Neuromuscular Therapy)
- You will receive confirmation that we have received your application.
- The Auckland Administration Centre (+64 9 522 5522) will then contact you and arrange a time for you to be interviewed.
- After your interview you will be notified in writing of your acceptance or non-acceptance.
- If you meet the entry criteria as outlined for each qualification in the prospectus and listed below and have been accepted you will be sent a Provisional Offer of Place letter, further course details and an account.

### Criteria

- The application form has been correctly filled out and all supporting documentation has been received.
- Confirmation of medical and travel insurance. The Ministry of Education Code of Practice Guidelines recommends a minimum of NZ \$600,000 to NZ \$1,000,000 full insurance cover for the duration of your visa.

**MEDICAL AND TRAVEL INSURANCE:** International students must have appropriate and current medical and travel insurance while studying in New Zealand.

**N.B. Students must provide evidence of medical and travel insurance before they can be fully accepted onto the course. The College is required to site all Insurance documentation and will keep a record of the Insurance Policy number and the type of cover provided. If this policy number or conditions of insurance change you must notify NZCM immediately.**

- You have indicated at the interview that you have sufficient time available and are dedicated to completing your studies with the College in the timeframe.
- You have support systems in place for your personal life.
- You have competency in English to the required level for the qualification in which you intend to study.
- You have sufficient academic background to complete the course work. Where you are not accepted into a Diploma you may be able to study the Certificate in Relaxation Massage at NZQA level 4. Satisfactory completion of this level 4 programme may entitle you to enrol in the Diploma qualification the following year. And similarly if you are not accepted into the Degree programme you may be able to study the Diploma.
- If you are not accepted you will receive a letter outlining steps you will need to take before you can re-apply e.g. English language course. Fees paid, which have been held in a trust account, will be refunded minus the \$75.00 non-refundable enrolment fee.
- Upon acceptance, take your “Provisional Offer of Place” letter and fees receipt to immigration to apply for a Student Visa to come to NZ and / or a Student Permit to study at the NZ College of Massage.
- Forward Acceptance Form in the International Student pack to Auckland Administration Centre.

## CONDITIONS OF ACCEPTANCE

4.2.3 (includes 4.2.5)

Your application will be accepted if you have: -

- English is of an Academic ELTS verified standard (depending on qualification applying for)
- Successfully completed a satisfactory interview with NZCM
- All course fees are paid in full
- Have satisfactory, verified health requirements that allows for the physical activity component of the enrolled course. See Requirement “C” of NZCM International Student Application Form.
- You have met all criteria.
- The qualification you have chosen to study will enable you to work in the country of your choice. This will be discussed at the interview stage.

### Not sure which option to choose?

- Check our website or Prospectus for a more comprehensive course description.
- Attend one of our Career Evenings as listed below.
- **Phone the Auckland Administration Centre +64 9 522 5522** and ask to speak to the Student Liaison.

The staff and management of the New Zealand College of Massage warmly invite all interested persons to attend any of the following Career Evenings at 7.00 pm.

**Auckland Campus**, Building C 382 – 386 Manukau Road, Epsom, Auckland 1023  
**Wellington Campus**, Willbank House, Level 10, 57 Willis Street CBD, Wellington

**2011 evenings** - 19 January, 8 June, 13 July, 5 October and 9 November

### Certificates or Interest Courses

- Once your application is complete and there is a place available on the course, it will be processed. If you have been accepted you will receive a course enrolment confirmation, student handbook and an invoice for fees paid.
- If you are not accepted you will receive a letter notifying you of the reason(s) for this.

- If we cannot offer you your first or second choice of date options, due to course availability, we will contact you by phone or letter. You are not obliged to accept alternative date options.
- Any course date changes requested after enrolment is completed will incur administration fees as outlined in the withdrawal/refund policy on page 12.

## Diploma/Degree

- Once your application is complete it will be processed. The College will contact you and arrange a time for an interview.
- If you have been accepted you will receive a written “offer of place” which will outline your timetable for the year, your first day of attendance at the College and an invoice showing all fees paid.
- If you wish to accept or decline your position you must post or fax back the ACCEPTANCE FORM as soon as possible.
- Any course date changes requested after enrolment is completed will incur administration fees as outlined in the withdrawal/refund policy on page 12.
- If you are not accepted you will receive a letter outlining the reason(s) and the steps you will need to take before you can reapply e.g. English Language courses. The college reserves the right to refuse entry on grounds of qualification and job suitability/possible outcomes. Fees paid which have been held in a Trust Account, will be refunded, minus the \$50.00 non-refundable enrolment fee.
- There is an Orientation Day for all new students -

**Auckland 7 February 3-5pm or 6-8pm and Wellington 11 February 10-12pm**

### Your application will be accepted if:

- You have indicated at the interview that you have sufficient time available, are dedicated to completing your studies with the College in the time frame you have chosen and have support systems in place for your personal life.
- You have met all course entry and college requirements.

## GENERAL INFORMATION ALL QUALIFICATIONS

### NZCM Code of Ethics

The NZCM has a Code of Ethics that students and staff are expected to adhere to. The New Zealand College of Massage reserves the right to:

- Postpone or cancel courses where enrolment numbers are insufficient or where tutors are unavailable.
- At its discretion, alter the content, costs or staffing of any course. Students will be informed of changes and the College will do its best to ensure smooth transition for part time students. Changes are made to ensure that all courses keep pace with the growing industry.
- Refuse entry or to suspend persons where conduct is inappropriate. See Student Code of Conduct.
- Decline students for re-enrolment where they have not gained competency in 2 consecutive years of study.

### Recognition of Prior Learning

NZCM attests to the special nature of our qualifications. Credit may be granted for equivalent courses provided documented evidence of course content, hours, and grades are supplied and skills are up to date. Students may be required to undertake an assessment of current competency (practical or theory). Administration/assessment costs will apply. Contact Administration for a Recognition of Prior Learning (RPL) application form. Allow sufficient time for your application to be processed, we will require at least 6 weeks prior to course/qualification start date. NZCM has established the position of ‘RPL Coordinator’, to provide support and guidance to students requiring assessment of prior learning, co-ordination of

assessment by subject specialists, and the recording of outcomes. The Academic Manager will maintain a list of assessors in relation to RPL/ Credit Transfer.

## **Student Loans and Allowances**

These are available to **New Zealand citizens only**. Studylink does all administration for Student Loans and Allowances. If you need to contact them to enquire on your eligibility for loans and allowances please telephone NZ 0800 88 99 00.

Or website [www.studylink.govt.nz](http://www.studylink.govt.nz)

## **COMPLAINTS AND GRIEVANCES PROCEDURE**

The College has a comprehensive policy for dealing with complaints and grievances to ensure that it can provide a study environment for students which is physically safe, free from harassment of any kind and conducive to the achievement of good learning outcomes.

At NZCM, we wish to offer you the best possible educational experience. You have the right to be treated with fairness and respect. However, if you believe that you have grounds for a complaint; the College has official procedures for assisting you through a complaints process.

### **Complaints related to academic matters, students should:**

- approach the staff member and attempt to resolve or rectify the matter.
- approach the Programme Leader/Manager should this action be unsuccessful, or inappropriate.
- if liaison with the Programme Leader/Manager is unable to resolve the matter, put the complaint in writing addressed to the Academic Manager.
- finally you may make a formal appeal to the Academic Board should you wish to pursue the matter further. Students have the opportunity to speak to the Board.

Students are entitled to have a support person present at all levels of this process.

### **Complaints related to non-academic matters, students should:**

- approach the staff member, or student concerned to resolve or rectify the matter.
- put the complaint in writing addressed to an Administration Manager or Director or their nominee.

Students are entitled to have a support person present at all levels of this process.

### **Complaints related to Harassment**

**NZCM Harassment Officers are elected annually and their names are displayed on the relevant posters found around the College.**

Students will see one of the College Harassment Prevention Contact representatives, who can deal with the concern confidentially and offer support and advice. The contact person will support the complainants through the procedure, which could involve:

- Discussion with the harasser in private or writing a private letter to the harasser.
- If this is not successful, or appropriate, informing the College Harassment Prevention Co-ordinator to enable the complaint to be resolved informally or fully investigated.
- If this is unsatisfactory, lodging the complaint with the Human Rights Commission.

In cases of assault, a complaint can be lodged with the Police under the Crimes Act at any time during this procedure.

**Refer to following pages for Harassment and Discrimination Complaint Policy.**

Complaints procedures are displayed for viewing in each of the teaching rooms.

The following principles are applied when dealing with grievances and complaints:

- Staff and students are given full information about the complaints process through induction and orientation procedures, which are described fully in the staff and student handbooks.

- Students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality
- Attempts to solve problems focus at the level closest to the problem itself & are only referred to a higher level if this fails.
- The respondent has as much right to fair and just treatment as the complainant.
- Solutions focus more on conflict resolution or solving the problem than taking punitive action.

## Internal Grievance Procedures

### 7.2.2

1. In the first instance talk to the course tutor where you are not satisfied with course delivery or with the behavior of another student. Suggestion and Concern forms are also available at [www.nzcmonline.ac.nz](http://www.nzcmonline.ac.nz). Concerns and suggestions are treated promptly with students being replied to in writing. Course evaluation forms are provided for all short courses, and longer courses are evaluated during each term.
2. If you feel unable to talk to the tutor please contact the Student Liaison for assistance.
3. If you are unable to talk to the tutor or Student Liaison please send your concern in writing to the Director, NZ College of Massage. A response will be made within two weeks. If a matter is more urgent please ring the Administration Centre and leave a message for the Education Manager. The Education Manager will refer matters of more grave concern to the Advisory Board and this may take a little more time but you will be kept informed of the process.

## External Grievance Procedures

1. Where avenues within the College have not been satisfactory for resolution of your complaint you are able to contact an independent advocate from the office of the Health and Disabilities Commissioner (HDC). Posters with Code of Rights of the HDC are displayed in the College teaching and clinic areas.
2. If you feel a complaint regarding the College's obligations under the Code has not been fully satisfied by the College you may complain to the International Education Appeal Authority.

International Education Appeal Authority:

Ministry of Education, Private Bag 47 911, Ponsonby, Auckland  
Phone 09 374 5481 Fax 09 347 5403 Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

3. You may also contact the New Zealand Qualification Authority:

New Zealand Qualification Authority, PO Box 160, Wellington  
Phone 04 802 3000 Fax 04 802 3112

## New Zealand Qualifications Authority (NZQA) Registration and Course Approval

New Zealand College of Massage has been a registered Private Training establishment since 1995 and all our qualifications have NZQA course approval. The following statement appears on your qualification certificate:

'This course is approved by the New Zealand Qualifications Authority under the provisions of the Education Act 1989.'

The NZQA approval for the Degree, Diplomas and Certificate of Massage, along with an assessment of their relevance by the Tertiary Education Commission, enables students in these courses to apply for student loans and allowances. In addition, government subsidies apply for these courses if you are a New Zealand citizen, New Zealand permanent resident, resident of Australia or specified Pacific Islands. Within the Massage industry there is a movement away from qualifications based on unit standards to provider developed papers that are more suited to a professional health industry. This was precipitated by the NZQA decision to remove unit standards that comprise the national certificate and diploma qualifications in massage and natural therapies. Many of these unit standards are now outdated and the

standards delivered at some providers in New Zealand, such as NZCM, currently go well beyond the national standard. This brings massage in line with other professional qualifications such as nursing, podiatry, physiotherapy and osteopathy which have never been unit standard based. Our degree programme, for example, was approved without a unit standard base.

## **Conduct and Dismissal**

All students are expected to display professionalism and integrity. The NZCM reserves the right to dismiss or suspend any student who does not consistently maintain professional standards.

### **NZCM Student Code of Conduct**

Enrolled students at the New Zealand College of Massage are asked at all times to behave considerately to fellow students and members of staff. In particular, students are required:

- To complete enrolment procedures and make arrangements for the payment of any applicable fees, before attending classes.
- To demonstrate integrity in all transactions of admission, enrolment, and course of study, and not engage in false information-giving, cheating or plagiarism.
- To aim to attend punctually all scheduled classes in which they are enrolled. Any student who is unable to attend a class should telephone the College. Any student missing a scheduled class without prior notice and/or a genuine reason will be recorded as absent from that class.
- To comply with all reasonable expectations for completion of assessments and examinations.
- To comply with all reasonable direction given by a staff member in order to maintain good order.
- To observe particular regulations governing the use and misuse of computing equipment, including software piracy, and e-mailing, accessing or downloading any prohibited or offensive material.
- To conduct themselves professionally while engaged in practicum activities as students of the College.
- To observe the principle of confidentiality concerning personal information divulged by others during learning and practicum experiences.
- To refrain from harassment of, abuse of, or discrimination against any person or group of people in breach of the Human Rights Act.
- To follow standards of hygiene and dress that befits your role as a health professional.
- To return all NZCM property in their possession – including library books – upon completing a course of study.
- To refrain from eating or drinking (apart from water) in the classrooms.
- To respect the environment by refraining from littering, not damaging or defacing any NZCM property, and to fulfill duties as rostered.
- To comply with the non-smoking regulations of the College.
- To refrain from bringing alcohol on to NZCM property, and not to attend any class under the influence of alcohol.
- To observe current legislation, which prohibits the use, or possession of drugs. Any student suspected of carrying or using illegal drugs on NZCM property will be reported to the police.
- To obey all directives concerning car parking restrictions.
- Not to engage in any behaviour which disrupts the learning environment or affects the physical or emotional well being of other students and staff.

### **Conditions for dismissal**

- Consistently poor hygiene or unsuitable dress.
- Behaving in an illegal or unprofessional manner or in any manner which may harm other students, the profession, or the College's ability to conduct classes.
- Unsatisfactory attendance and punctuality.
- Unsatisfactory completion of course work.
- Attendance at classes under the influence of, or while possessing, drugs or alcohol.
- Failing to meet fee payment deadlines.
- Inappropriate sexual overtures or behaviour.
- Harassment or abuse of any other students/staff members.

- By enrolling you accept NZCM policies and regulations outlined in this International Student Course Prospectus/Handbook and International Student Application Form. Please read this prospectus/handbook and application form carefully and contact the Auckland Administration Centre if you have any further queries.

## Harassment and Discrimination Policy

5.3

The College has specific staff dedicated to this – please see the large notices around the College and contact one of the staff as indicated.

### What constitutes harassment?

According to the Human Rights Commission, harassment occurs when people are discriminated against concerning:

Gender/sex, sexual orientation, race, national / ethnic orientation, religious belief, disability, age, marital status, family status, employment status, ethical belief, political belief, colour.

Harassing behaviour or comments are considered harassment if they meet any of the following requirements:

Unwelcome, repeated or in a single case significantly detrimental, visual, verbal, or physical.

**THE NEW ZEALAND COLLEGE OF MASSAGE CONSIDERS DISCRIMINATION OR HARASSMENT, EITHER PHYSICAL OR VERBAL, TO BE UNACCEPTABLE AND WILL NOT BE TOLERATED. MEASURES WILL BE TAKEN TO INVESTIGATE AND RESOLVE ALL HARASSMENT COMPLAINTS/ISSUES.**

## COURSE FEES

7.3 & 4.2.1

Please refer to the relevant application form for all fees.

## FEE PROTECTION AND REFUNDS

7.2.6

**Fees** - FULL fee payment must accompany your application.

### Fee Protection

All fees paid are protected in an independent Trust Account. New Zealand College of Massage operates a student fee indemnification policy to protect all students. This means that in the unlikely event of the College going out of business you are able to retrieve all unused fees.

As per New Zealand Qualification Authority (NZQA) requirements for all private training establishments (PTE's), the College operates a Trust Account to ensure your fees are protected for the duration of the withdrawal period and throughout the time of your study. There is a priority for student claims in the event of the College going into liquidation.

The College is proud of its record and has met Ministry of Education financial viability criteria in addition to being a registered private training establishment (PTE) since 1994.

Refer to the Withdrawal, Deferral & Transfer policy on page 12 for information on college policy and refunds.

- All course fees are outlined on the application forms.
- All students accepted into a programme will receive an invoice listing courses and fees for the year. These details must be checked by the student carefully.
- NZCM will inform students of the provisions in place to protect fees, prior to enrolment, and students are required to sign acknowledgement of this, along with their confirmation of enrolment

## ADDITIONAL COURSE COSTS

### 4.2.1

- Massage Table (\$400 - \$1000 new), for home practice (you do not need to bring this to class).
- Linen and cushioning, lubricants and carrier oils for home practice and outside clinical work.

#### Suppliers of Massage Tables and Linen etc

Aurora Tables <http://www.auroratables.co.nz>

Pacific Health <http://www.pachealth.co.nz>

Firm'n'Fold <http://www.firm-n-fold.co.nz>

Just Tables <http://www.massagetables.net.nz>

Nidra <http://www.newage.co.nz>

Vision Therapy Tables Phone +64 7 868 7250

Massage Supplies <http://www.massagesupplies.co.nz>

Pacific Health and Fitness <http://www.pachealth.co.nz>

Therapy Solutions Ltd (email only) [thesol@ihug.co.nz](mailto:thesol@ihug.co.nz)

Tui Balmes and Waxes <http://www.tuibalmes.co.nz>

Lifestyles Linen <http://www.lifestyleslinen.co.nz>

- Textbooks – see approximate costs under the relevant qualification. Details of required texts will be provided with course acceptance information. The College holds stock of all texts that are required for the Certificate course. All necessary information for assignments is provided in course manuals. Public libraries hold copies of other general texts if you want to supplement your learning.

#### Suppliers of Textbooks

There are several bookshops that stock our textbooks and / or other books, which you may find useful:

Academy Bookshop +64 9 366 0977

University Book Shop (Lorne Street, Auckland).

Medical Books (Auckland & Wellington).

Pathfinders (Lorne Street, Auckland).

[www.seekbook.co.nz](http://www.seekbook.co.nz)

- Additional books of interest.
- A cost for special needs for exams e.g. reader and/or writer.
- Resit fees for exams and administration fees for course date changes.
- Costs for classes missed where additional tutor time is required at approximately \$60.00/hour

## OTHER ASSOCIATED COSTS

4.2.9, 4.3.1, 4.3.3 & 4.3.4

**Accommodation** - the College has no accommodation on site. There is accommodation available in both the Auckland and Wellington areas close to College Campuses and public transport. Information can be found at [www.studylink.co.nz](http://www.studylink.co.nz) and type student accommodation in the search words space. University Accommodation can be found by visiting [www.auckland.ac.nz/accommodation](http://www.auckland.ac.nz/accommodation) for Auckland and emailing [unicomm@xtra.co.nz](mailto:unicomm@xtra.co.nz) for Wellington

**Food** - there are a wide choice of eating places and food stores near by. The college also provides kitchen facilities to heat and eat your own food and drink, including glasses, cups, crockery and cutlery, microwave, toaster, fridge and hot water for use on site.

**Parking** - there is **no** parking available at either the Auckland or Wellington Campus. Parking costs are approximately \$10 per day Also see public transport below.

**Public Transport** - Auckland transport information Ph MAXX on +64 9 366 6400 or [www.maxx.co.nz](http://www.maxx.co.nz). For Wellington transport information visit [www.metlink.org.nz](http://www.metlink.org.nz) or telephone 0800 801 700.



Waiheke Island, Hauraki Gulf.

## ACCOMMODATION INFORMATION

**Note: The College has not assessed any of the accommodation listed below, and students should inspect as necessary. Apply direct to accommodation for terms and conditions of stay. If you need any assistance, please contact the Student Liaison.**

### Auckland Accommodation

#### YWCA

10 Carlton Gore Road, Grafton, Auckland City \$98 - 245 per week. Shared kitchen, Sky TV and laundry (coin operated). Free internet, games room. Telephone +64 9 377 8763 or email [hostel@ywca.org.nz](mailto:hostel@ywca.org.nz) view the website at [www.akywca.org.nz](http://www.akywca.org.nz)

#### YMCA

Corner of Pitt Street and Greys Avenue, Auckland Central Ph (09) 303 2068 [www.nzymca.com](http://www.nzymca.com) or Email: [hostel@nzymca.com](mailto:hostel@nzymca.com) Single room: \$130 per week plus bond. Linen supplied. Also onsite: Laundry (token operated), kitchen facilities, TV and recreation rooms.

#### Rocklands Student Hostel

187 Gillies Avenue, Epsom. Ph (09) 630 0845 / [www.rocklands.co.nz](http://www.rocklands.co.nz)  
Rates: from single \$140 - \$154 per week plus applicable bonds (minimum stay 28 days). Shared kitchen, games room and laundry (coin operated). Free internet. Linen supplied. Off-street parking.

### Wellington Accommodation

#### Taranaki: 217

217 Taranaki St, Marion Square Ph 0800 482 726 / [www.taranaki217.co.nz](http://www.taranaki217.co.nz)  
Single accommodation from \$170 and double from \$195 plus bonds. Rooms have ensuite and fridge. Shared kitchen, Sky TV and laundry (coin operated). Parking \$15/week.

### Approximate Living Costs (Average) NZD

Description	Estimated Yearly (Average) NZD	Description	Estimate (Average) NZD
Rent	\$8,500	Transport	\$1,500
Food	\$6,500	Laundry	\$500.00
Power	\$800.00	Clothing	\$2000
Phone Excludes toll/mobile cost	\$600.00	Entertainment	\$4,000
Insurance Personal	\$580	<b>Total</b>	<b>\$24,980</b>

## CHANGE OF ADDRESS

7.6

It is your responsibility to advise both the NZ College of Massage and the NZ Immigration Service if you change address. **If you do not do so, any mail sent to the last known address will be considered as received by you.** Your address **MUST** include "type of Accommodation" – ie house, apartment or flat etc **Please immediately advise the college of any change in residential address, postal address or any contact details.**

## EMPLOYMENT

Students undertaking a long-term course of study - 2 years or longer may work up to 15 hours per week during their academic year. Students can apply for a variation on their visa to work full time during Christmas and New Year Holiday periods. This is applicable to all first year and returning students. Students must apply to the NZ Immigration Services for a variation on their visa to work and will need to apply to the Inland Revenue Department for taxation purposes.

## WITHDRAWAL, DEFERRAL AND TRANSFER POLICY

7.3, 4.2.3, 4.2.4, 7.2.4

- If you wish to discuss your withdrawal/deferral/transfer please phone the College to speak to either the Student Liaison for Diploma/Degree students or the Certificate Coordinator for Certificate students.
- You must complete this form to officially withdraw from a qualification/course. NO REFUNDS (if applicable) will be actioned until this signed form has been received at the College.
- If you have stopped attending your course/s you must advise the College by submitting this form even if it is after the withdrawal deadline.
- If you are withdrawing from all courses please ensure you have returned all library books, your student ID card and any other College property.
- Any administration fees relating to this withdrawal must be paid immediately on receipt of your financial statement. Failure to do so will result in Debt Collection.
- Where NZCM cancels a course due to insufficient numbers or due to the closure of NZCM as a PTE, all unused fees paid are refundable in full.
- The College is required to notify NZ Immigration when an international student withdraws from a full time qualification.
- Refunds will be processed within 2 weeks, once formal withdrawal is complete. Refunds will be paid to the 'payer' of the fees.

### **Compassionate consideration**

In proven cases of exceptional circumstances, refund policies may be altered. Application must be made in writing, fully supported by evidence such as a medical certificate or plane ticket. Please send attention to 'The Academic Manager/The Directors and include your completed Withdrawal/Deferral/Transfer form.

Length of course	Date of Formal Withdrawal	Amount of Refund
A: Course length of less than 5 weeks (1- 34 days).	i. Before the course start date.	Full refund less \$25 administration fee.
	ii. Within the first 2 days of the course (except where course is 2 days or less).	50% of total fees paid.
	iii. After more than 2 days of the course.	No refund.
B: Course length between 5 and 13 weeks (35 days – 3 months).	i. Before the course start date.	Full refund less \$25 administration fee.
	ii. Within the first 5 days of the course.	75% of total fees paid.
	iii. After more than 5 days of the course.	No refund.
C: Course length of more than 3 months.	i. Before the course start date.	Full refund less \$25 administration fee.
	ii. Within the first 8 days (i.e. 7 days after the first day of the course).	Full refund less administration fee of 10% of the total fee or \$500, whichever is the lesser of the two.
	iii. 8 days or more after the first day of the course.	No refund.
D: Deferment of course.  <i>Note: Deferment for no more than 12 months.</i>	i. Course length between one to six days or equivalent.	No refund. Total fees transferred less administration fee of \$25. This administration fee will be waived on receipt of medical certificate.
	ii. All other courses where deferment occurs more than one month after the first day of the course.	No refund. Administration fee of 20% of total fees.
E: Transferring from one Qualification to another.		No refund. Total fees transferred less administration fee of \$50.
F: Transferring from full time Diploma/Degree to Certificate.		No refund. No administration fee charged provided Diploma/Degree fees are paid.
G: Expulsion from course.		No refund.

## CAMPUS INFORMATION

### 4.2.6

Full campus information can be found in the Certificate/Diploma/Degree Student Handbooks that you receive as part of the orientation process.

### THE COLLEGE PREMISES ARE SMOKE, ALCOHOL AND DRUG FREE ZONES

#### Prohibited Drugs

- No prohibited drugs (as defined under current legislation) may be carried, used or supplied on any NZCM campus, or at any NZCM-administered function.
- Any suspected possession or use of prohibited drugs on any NZCM campus or at any NZCM-administered function will be reported to the Police.

#### Alcohol

- No alcohol may be carried or consumed during formal class activities either on campus or at any location.
- The provisions of the Sale of Liquor Act 1989 and its Amendments, and any subsequent Act, Regulation or By-law currently in force will govern the supply and use of alcohol on NZCM campuses at all times.

#### Smoking

- Both NZCM-administered campus buildings including surrounds, indoor corridors and any and all other enclosed areas are designated smoke free. The legal age to purchase cigarettes in NZ is 16 years old.
- Notices are displayed throughout NZCM campuses notifying staff, students and visitors of smoke-free areas
- The requirement for staff and students to comply with non-smoking regulations is included as part of the Orientation Process for staff and students.

**Auckland Facilities:** Student Annex, Study rooms, Library, Computer Lab, Student Liaison onsite

**Wellington Facilities:** Kitchen Facilities, Computer Room

#### Pandemic Event

In the unlikely event that a pandemic event occurs such as bird flu;

- The College will close
- Please check our website [www.messagecollege.ac.nz](http://www.messagecollege.ac.nz) or answer phone to find out if the College is open, before you come to class on (09) 522 5522 ext 0, or (04) 916 0200 ext 0
- Ring your own NZ health practitioner if you have one for further information, or contact the Student Liaison for advice if experiencing any symptoms
- More information from the Ministry of Health website: [www.moh.govt.nz](http://www.moh.govt.nz)
- Ensure your contact details are **ALWAYS** up to date.

## STUDENT SUPPORT

### 7.2.1 (Incl 15.1)

The Student Liaison provides support and information during your study at NZCM. She can be contacted initially through reception.

- **Self** - we encourage students to become responsible for themselves – sometimes this means using your own resources to solve problems.
- **Peer** - sometimes it means reaching out to another person for a different perspective. If you are struggling in an area, reach out and talk to someone - be it a friend, relative or a

class buddy. We encourage and foster peer group mentoring – buddy systems and study groups will be set up early in your courses.

- **College** - the Student Liaison will direct you to the appropriate personnel. We have a counsellor available to all students at no charge.

Students undertaking full time study will have a Learning Style Analysis completed.

- **Disability support** - we have mobility parking at the back of the Auckland building. There is a lift in Wellington and mobility toilets at both sites.

Teaching aids are available for students with disabilities but we need to have prior knowledge of these. It is important that you fill out the application form clearly and specifically around this question.

At all times there is respect for student confidentiality and compliance with the Privacy Act 1993 with regard to personal information. General staff do not have access to information about personal issues or complaints

## List of External Wellington Support Services

15.1, 15.2

Agency	Telephone Number	Email/website
AA (Alcoholics Anonymous)	0800 229 675	<a href="http://www.alcoholics-anonymous.org.nz">www.alcoholics-anonymous.org.nz</a>
Budget Advice Services, 48 Aro St, Wellington	04 384 2241	<a href="http://www.familybudgeting.org.nz">www.familybudgeting.org.nz</a>
Capital Chinese news, 94 Dixon St, Wellington	04 385 6880	
Citizens' Advice Bureau (CAB), Central Library, 65 Victoria St, Wellington	04 472 2466	<a href="http://www.cab.org.nz/bureaux/loc-central.html">www.cab.org.nz/bureaux/loc-central.html</a>
Family Planning Association, 35 Victoria St, Wellington	04 499 1992	<a href="http://www.fpanz.org.nz">www.fpanz.org.nz</a>
NZ Aids Foundation	04 381 6640	<a href="http://www.nzaf.org.nz">www.nzaf.org.nz</a>
Police 275 Cuba St, Wellington	0800105 777	<b>FOR EMERGENCIES CALL 111</b>
Rape Crisis Centre, 56 Victoria St, Wellington	04 473 5358	<a href="http://www.rapecrisis.org.nz">www.rapecrisis.org.nz</a>
Sexual Health Services, 17 Adelaide Rd, Newton	0800188 881	<a href="http://www.huttvalleydhb.org.nz">www.huttvalleydhb.org.nz</a>
Victim Support	04 474 8867	<a href="http://www.victimsupport.org.nz">www.victimsupport.org.nz</a>
Youthline Crisis Line and Counselling	0800 376 633	

## List of External Auckland Support Services

### 7.2.1

Agency	Telephone Number	Email/website/Emergency contact
Adult Literacy Centre, 52 Hepburn Street, Freemans Bay	09 376 8457	
AA (Alcoholics Anonymous)	0800 229 6757	<a href="http://www.alcoholics-anonymous.org.nz">www.alcoholics-anonymous.org.nz</a>
Alcohol and Drug Helpline	0800 787 799	<a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a>
Community Drug & Alcohol Services, 111 Valley Road, Mt Eden	09 8451818	<a href="http://www.cads.org.nz">www.cads.org.nz</a>
Catholic Family Services, 31 Lincoln Street, Ponsonby	09 378 9650	<a href="http://www.cfcs.org.nz">www.cfcs.org.nz</a>
Home & Family Counselling, 344 Mt Eden Rd, Mt Eden	09 6308961	<a href="http://www.homeandfamily.org.nz">www.homeandfamily.org.nz</a>
Man Alive Counselling Services, 11 Edmonton Rd,	09 8350509	<a href="http://www.manalive.org.nz">www.manalive.org.nz</a>
Auckland Rape Crisis, Williamson Avenue, Grey Lynn	09 3604001	<a href="http://www.rapecrisis.org.nz">www.rapecrisis.org.nz</a>
Sexual Health Services, B7/F3 Greenlane Clinical Centre	09 6309770	<a href="http://www.sexfiles.co.nz">www.sexfiles.co.nz</a>
Budget Advice Services, St David's Church, 70 Khyber Pass Road, Auckland	09 8381426	<a href="http://www.familybudgeting.org.nz">www.familybudgeting.org.nz</a>
Sorted – Internet Tool		<a href="http://www.sorted.org.nz">www.sorted.org.nz</a>
Chinese Christian Church, 105 Vincent St, Auckland City	09 358 0661	<a href="http://www.acpc.org.nz">www.acpc.org.nz</a>
Chinese Express Newspaper, 119 Meadowland Dr, Howick	09 534 6789	<a href="http://www.chinese-media.co.nz">www.chinese-media.co.nz</a>
Chinese/Mandarin/Cantonese Lifeline	09 522 2088	<a href="http://www.chineselifeline.org.nz">www.chineselifeline.org.nz</a>
Citizens' Advice Bureau, 305 Queen St, Auckland City	0800 367222	<a href="http://www.cab.org.nz">www.cab.org.nz</a>
Community Law Office, 449 Richmond Rd, Grey Lynn	09 378 6085	<a href="http://www.communitylaw.org.nz">www.communitylaw.org.nz</a>
Domestic Violence Centre, 26 Wyndham St, Auckland City	09 303 3938	<a href="http://www.dvc.org.nz">www.dvc.org.nz</a> (24 hr) 303 3939
Family Planning, L 2/ 5 Short St, Newmarket	09 5243341	<a href="http://www.fpanz.org.nz">www.fpanz.org.nz</a>
Problem Gambling Help Line	0800 645 655	<a href="http://www.gamblingproblem.co.nz">www.gamblingproblem.co.nz</a>
Japanese Christian Church, 74, View Rd, Mt Eden	09 623 0474	
Lifeline Crisis Line & Counselling, 95 Remuera Rd	522 2999 24 hr 0800 111777	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
Living Works	09 9099206	<a href="http://www.livingworks.org.nz">www.livingworks.org.nz</a>
Legal Information service, 52 Hepburn St, Freemans Bay	09 378 7444	
NZ Aids Foundation, Level 1, 31 Hargreaves St, Ponsonby	09 303 3124	<a href="http://www.nzaf.org.nz">www.nzaf.org.nz</a>
Work and Income, 450 Queen Street, Auckland	0800 559 009	<a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>
Immigration NZ L4/280 Queen St, Auckland City	09 9144118	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
People's Centre, 33 Wyndham St, Auckland City	09 302 2496	<a href="http://www.peoplescentre.co.nz">www.peoplescentre.co.nz</a>
Police Central Police Station 67-101 Vincent Street, Cnr Cook St & Vincent St, City	09 302 6400	<b>FOR EMERGENCIES CALL 111</b>
Relationship Services, 2/2 218 Lake Road, Northcote	09 4194105	<a href="http://www.relate.org.nz">www.relate.org.nz</a>
Auckland Sexual Abuse Help, 2 Conway Rd, Mt Eden	09 623 1700	<a href="http://www.sexualabusehelp.org.nz">www.sexualabusehelp.org.nz</a>
Tenancy Services, Level 11, 67 Customs St, City	0800 836262	<a href="http://www.dhb.govt.nz/tenancy-index">www.dhb.govt.nz/tenancy-index</a>
Women's Refuge Crisis Line	09 378 1893	<a href="http://www.womensrefuge.org.nz">www.womensrefuge.org.nz</a>
Victim Support	0800 842846	<a href="http://www.victimsupport.org.nz">www.victimsupport.org.nz</a>
Youthline, 13 Maidstone Street, Auckland	09 376 6645	<a href="http://www.youthline.co.nz">www.youthline.co.nz</a>

## ADVOCACY - STUDENT COMPLAINTS

### 7.2.2

The College has a comprehensive policy for dealing with complaints and grievances to ensure that it can provide a study environment for students, which is physically safe, free from harassment of any kind and conducive to the achievement of good learning outcomes.

The following principles are applied when dealing with grievances and complaints:

- Staff and students are given full information about the complaints process through induction and orientation procedures, which are described fully in the staff and student handbooks.
- Students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality.
- Attempts to solve problems focus at the level closest to the problem itself and are only referred to a higher level if this fails.
- The respondent has as much right to fair and just treatment as the complainant.
- Solutions focus more on conflict resolution or solving the problem than taking punitive action.

NZCM is committed to resolving all student complaints quickly, according to established processes. Complaints will be managed to achieve a positive outcome for all parties involved and also that the rights of both students and staff are protected throughout. NZCM also has harassment policies and procedures in order to create a safe environment for both staff and students. The aim is to allow any staff member or student who has a concern access to a fair and responsive process assisted by understanding people.

For more information please contact the Student Liaison, or refer to your Student Handbook.

## WELFARE FACILITIES

Refer to the table of External Support Services listed from pages 14/15 of this prospectus/handbook

- Health services – Personal Health services will usually be provided by a general practitioner – refer to the Telecom White Pages.
- Mental Health services
- Drug education
- Counselling
- Problem gambling

**ELIGIBILITY FOR HEALTH SERVICES:** Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

**ACCIDENT INSURANCE:** The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

## NZ LAWS

### 5.3

Laws relevant to your stay in NZ include:

- The Consumers Guarantees Act 1993
- The Fair Trading Act 1986
- The Residential Tenancies Act 1987
- The Human Rights Act 1993
- The Sale of Liquor Act 1989
- The Motor Vehicles Act 1975
- The Immigration Act 1987
- The Disputes Tribunals Act 1988
- The Education Act 1989
- The Smokefree Environments Act 1990.
- Privacy Act – also refer to the Declaration on the Application Form for more information.
- Occupational Health and Safety Management

The College's priority is for your safety in the buildings: A current Warrant of Fitness for the building is issued each year. In addition, random fire drills take place twice yearly. Students are encouraged to report any hazards in the buildings or grounds to the Administration Manager. A hazard register is kept at the office.

**For more information on NZ legislations visit:** <http://www.legislation.govt.nz>

**Driving Laws** - check out [www.ltsa.govt.nz/roadcode](http://www.ltsa.govt.nz/roadcode)

If you require a copy of the NZ Rode Code contact your nearest bookstore or LTSA site.

## IMMIGRATION

### 5.3

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>



Oriental Bay, Wellington

## SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

### 7.2.3

#### *Introduction*

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This is an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

#### *What is the Code?*

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

#### *Who does the Code apply to?*

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

#### *What is an "international student"?*

An "international student" is a foreign student studying in New Zealand.

#### *How can I get a copy of the Code?*

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

#### *How do I know if an education provider has signed the Code?*

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

#### *What do I do if something goes wrong?*

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

#### *What is the International Education Appeal Authority (IEAA)?*

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

##### *How can you contact the IEAA?*

International Education Appeal  
Authority  
C/- Ministry of Education  
Private Bag 47-911, Ponsonby,  
Auckland

You can write to the IEAA at:

Fax: (09) 374 5403

Phone: (09) 374 5481

Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

#### *What will the IEAA do?*

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

#### *What can the Review Panel do?*

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

#### *A summary of the Code of Practice for the Pastoral Care of International Students*

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

## **Diploma / Degree (1<sup>st</sup> year)**

An Orientation day is held at both Campuses before classes start. You will receive a comprehensive Diploma/Degree Student Handbook and other useful information on this day.

NZCM orientation sessions may include the following:

- a tour and explanation of the campus layout
- a familiarisation visit to library and computer areas
- familiarisation with the student and professional clinics on site
- an introduction to the Student Liaison and the administration team
- introductions to any of the tutors currently on site
- outlining of policies from the Student Handbook
- study skills
- standard safety procedures, including emergency evacuation

## **Diploma Degree Orientation Dates 2011**

**Auckland** Monday, 7 February 3pm to 5pm **or** Monday, 7 February 6pm to 8pm

**Wellington** Tuesday, 8 February from 10am - 12pm

## **Certificate**

You will receive a comprehensive Certificate Student Handbook on enrolment. Please ensure you read this and bring it with you to your first course/day.

NZCM orientation sessions include the following information and are delivered at the start of courses:

- an explanation of the campus layout, naming facilities on site
- standard safety procedures, including emergency evacuation
- basic disciplinary rules concerning hygiene, medical conditions, food consumption, expectations of participation

Further information is given to the full time students on their first day.

