



Student Handbook 2021

0800 11 99 00 | WWW.PIE.AC.NZ

AUCKLAND | WELLINGTON | HAWKES BAY

IN PARTNERSHIP WITH


Schwarzkopf
PROFESSIONAL

MAC

 **KRYOLAN**
PROFESSIONAL MAKE-UP

 joyce blok
professional skin care

mesoestetic

 surmanti
MADE IN NEW ZEALAND

Table of Contents

Introduction	5
Qualifications Offered	6
Programme Hours	6
Programme Dates	6
Fees Information	7
Payment of Fees (SAC funded or full fee paying)	7
Programmes Offered	8
Entry Criteria	8
Qualifications	8
Fee information	8
Student Fee Protection	8
Conditions of Enrolment:	11
Conditions of Acceptance and Selection Procedure:	11
Government Fees Free Scheme and Student Loans and Allowances:	11
Withdrawal Procedure:	11
Refund Policy:	11
Credit Transfer:	12
Facilities, Equipment and Staffing:	12
Recognition of Prior Learning (RPL) and Cross Crediting:	12
Recognition of Current Competence (RCC)	12
Te Reo Māori	12
Feedback and Assessment	12
Reassessment and Appeals	13
Reassessment	13
Results Notification	13
Learner Assistance with Assessments	13
Assessment Authenticity	13
Submission and Return of Assessed Work	14
Exceptions to Programme Regulations	14
Evaluation	14
End of Programme Expectations	14

Credits Not Achieved During the Programme	14
Welfare and Support	14
Premier Code of Conduct	15
Policies and procedures	15
Attendance, Punctuality and Absenteeism	15
Ethics & Practices	15
Personal Presentation	15
Professional Attitude	16
Absences	16
Bereavement / Tangi Leave	16
Mobile phones*	16
Listening to music*	17
Student Rep	17
Cleaning	17
Theft	17
Work Experience (Vocational programme where applicable)	17
Competitions	17
Sexual Harassment and/or Bullying Behaviour	17
Student Presentation	18
Equipment	18
Health and Safety	18
Intellectual Property	18
Emergency Situations	18
Accidents	18
Disciplinary Procedures	19
Successful Completion Criteria:	19
The Quality Commission	24
Grievance Procedures	24
Policy	24
Limitation	24
Principles	25
Procedure	25
Informal complaints	25
Procedure	25

Formal complaints	25
Procedure	26
Appeals	26
External Support Agencies	26

Site Information

Head Office

Level 2, 529 Lake Road
Takapuna
Auckland 0622

PO Box 33571
Hurstmere Road
Takapuna 0622

Telephone: (09) 306 8872
Free phone: 0800 11 99 00
E: enquiries@pie.ac.nz

Follow us:



Visit us:

www.pie.ac.nz

Takapuna Campus Level 2, 529 Lake Road Takapuna Auckland 0622 Ph: 0800 11 99 00	Newmarket Campus Level 3, 178 Broadway Newmarket Auckland 1023 Ph: 0800 11 99 00	Wellington Campus 224 High Street Lower Hutt Wellington 5010 Ph: 0800 11 99 00	Hawkes Bay Campus 110 Dickens Street Napier Hawkes Bay 4110 Ph: 0800 11 99 00
--	---	---	--

Introduction

Welcome to Premier Institute of Education. We are an innovative leader in the education industry offering dynamic courses in Hairdressing, Barbering, Beauty Therapy, Nail Technology and Make-Up & Skin Care and Foundation Skills.

Premier Institute of Education is a Private Training Establishment (PTE) offering programmes registered and accredited with the New Zealand Qualifications Authority (NZQA).

Located in four fantastic campuses across Auckland, Hawkes Bay and Wellington, we've been providing training and education since 1995. Given that length of experience, we know what it takes to provide a learning environment that is educational, valuable and rewarding.

We are a family owned business. Managing Director, Hamish McKay is the founder and his experience and expertise ensures consistency through innovative and holistic teaching and learning. By employing the best calibre tutors, highly regarded in their industries we are very confident you are in safe hands.

We have an ambitious vision for the future and while our key aim is to train our learners in their chosen area, we believe it is equally important to mould learners into competent, well-rounded and successful people who have the skills they need to succeed.

We want your time with us to be rewarding and fun. This handbook contains all the information you will need in order for your study with us to be just that! Please read and understand the information in this handbook and ensure you have signed your Enrolment Contract provided at your enrolment interview. If you have any queries please call Head Office on 09 306 8872 or 0800 11 99 00



Hamish McKay

Qualifications Offered

1. New Zealand Certificate in Hairdressing: **Salon Support (Level 3)**. Qualification Code: 2411
2. New Zealand Certificate in Hairdressing: **Emerging Stylist (Level 4)**. Qualification Code: 2412
3. New Zealand Certificate in **Barber Skills (Level 3)**. Qualification Code: 2114
4. New Zealand Certificate in **Nail Technology (Level 4)**. Qualification Code: 3443
5. New Zealand Certificate in **Make-up and Skin Care (Introduction) (Level 3)** Qualification Code: 3442
6. New Zealand Certificate in **Foundation Skills (Level 2)**. Qualification Code: 2862
7. New Zealand Certificate in **Beauty Therapy (Level 4)** Qualification Code: 3444
8. New Zealand Diploma in **Beauty Therapy (Level 5)**. Qualification Code: 3445

Programme Hours

Tuesday to Friday: 9.00 am to 4.15pm (Vocational Programmes)

Monday to Friday: 9.00am to 4.15pm (Foundation Skills)

One academic year programmes – full-time over 34 weeks (excluding term breaks)

New Zealand Certificate in Make-up and Skin Care (Introduction) (Level 3) - full-time over 20 weeks (no term breaks)

New Zealand Certificate in Foundation Skills (Level 2) – full time over 20 weeks (one week break)

Programme Dates

(Dependant on minimum enrolments and may be subject to change)

	Programme	Dates	Term breaks	Weeks
1a	2411 Salon Support 2114 Barber Skills 3444 Beauty L 4 3443 Nails	01/02/2021 - 08/10/2021	19-23 April 12-16 July	36
1b	3445 Beauty L 5 2412 Emerging Stylist	22/02/2021 - 29/10/2021	19-23 April 12-16 July	36
2	2411 Salon Support 2412 Emerging Stylist 2114 Barber Skills 3444 Beauty L 4 3445 Beauty L 5 3443 Nails	12/04/2021 - 17/12/2021	12-16 July 04-08 October	36
3	2411 Salon Support 2412 Emerging Stylist 2114 Barber Skills 3444 Beauty L 4 3445 Beauty L 5 3443 Nails	19/07/2021 - 08/04/2022	04-08 October 17 Dec 2021 - 10 Jan 2022	38

4	2411 Salon Support 2412 Emerging Stylist 2114 Barber Skills 3444 Beauty L 4 3445 Beauty L 5 3443 Nails	18/10/2021 - 08/07/2022	17 Dec 2021 - 10 Jan 2022 18-22 April 2022	38
1-4	3442 Make-up and Skin Care	11/01/2021 - 28/05/2021 15/03/2021 – 30/07/2021 31/05/2021 – 15/10/2021 02/08/2020 – 17/12/2020	No term breaks	20
1-4	2862 Foundation Skills	18/01/2021 - 04/06/2021 29/03/2021 - 13/08/2021 07/06/2021 – 22/10/2021 02/08/2021 – 17/12/2021	29 March -02 April 7-11 June 16-20 August 11-15 October	19

Fees Information

Premier Institute of Education – Provider Number 8473

All Vocational Programme fees cover:

1. All resources and workbooks used on the programmes
2. All resources for assessments (1st attempt)
3. All NZQA costs.
4. A Student Identity Card – a charge of \$20 (payable in advance) will be required for lost or damaged cards

You will need to fund the following yourself:

1. Any stationery such as pens, pencils, notebooks
2. Cost of products for any re-assessments
3. Cost of products for services that you or your models have yourself
4. Covered shoes (for hairdressing and barbering programmes)

Foundation Programme fees cover:

1. All resources and workbooks used on the programmes
2. All resources for assessments
3. All NZQA costs.
4. Any stationery such as pens, pencils, notebooks
5. A Student Identity Card – a charge of \$20 (payable in advance) will be required for lost or damaged cards

Notes for reference:

1. To adhere to Health and Safety requirements and maintain a professional image you will be required to wear covered shoes at all times when working on the salon or barber shop floor.
2. If you choose to have any of the services we offer in the salon or barbershop that requires the use of professional products such as hair colour, there will be a charge to you to cover the cost of those products. A price list is available on request prior to any services being carried out

Payment of Fees (SAC funded or full fee paying)

Tuition Fees are specified for each programme:

- Fees may be paid by the Government's Fees Free scheme (where eligible), Student Loan (where eligible) or by direct deposit into Premier Institute of Education's Public Trust bank account. Procedure for this is explained at your enrolment interview.
- Full fees must be paid prior to programme start date.

- No cash payments will be accepted.
- Premier Institute of Education will create a Student Fee Trust Account for you to sign. This is where your fees will be deposited – see Student Fee Protection information, page 7.

Programmes Offered

- Entry Criteria
- Qualifications
- Fee information
- Student Fee Protection

Nature of tuition: Premier will provide you with tuition by skilled tutors who are specialists in their area.

You will be tutored in practical and theoretical skills relevant to your chosen programme and the operations of industry requirements.

All Unit Standards and Courses may be grouped together to reflect similarities that will be taught simultaneously. All goals and certificate requirements will be based on the completion of specific Unit Standards and / or modules.

The content of the course is subject to ongoing refinement and the Academy reserves the right to alter the structure of the course to incorporate updated information or techniques.

All practical tuition will take place initially on mannequins / models. Only when the Student has developed a satisfactory level of skill (as determined by the Student's tutor) will the Student be allowed to practice hairdressing skills on clients.

*'Workplace communication skills' is defined as being able to follow oral and/or written instructions, and being able to be clearly understood when speaking English.

NZ Certificate in Hairdressing: Salon Support (Level 3).

Qualification Code: 2411

This programme is designed to prepare people to enter the hairdressing industry with the essential elementary hairdressing skills – it provides career pathways into a salon environment where further learning is necessary. It is the required entry criteria for the advanced Level 4 Emerging Stylist Programme.

Entry Criteria

All students must be able to demonstrate:

- Workplace communication skills*
- A passion and desire to be working in the hairdressing industry
- Age 16 years or higher (or 15 with MOE exemption is granted)
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Hairdressing: Salon Support Level 3

Fees Information

2021 tuition fee – Certificate in Hairdressing: Salon Support – Level 3: \$9,933 (incl GST and Kit)

NZ Certificate in Hairdressing: Emerging Stylist (Level 4).

Qualification Code: 2412

This programme is designed to prepare people to enter the hairdressing industry with the essential advanced hairdressing skills – it provides career pathways into a salon environment where further learning is necessary to gain the NZ Certificate in Hairdressing Level 5.

Entry Criteria

All students must be able to demonstrate:

- Successful completion of NZ Certificate in Hairdressing: Salon Support (Level 3) or equivalent
- A passion and desire to be working in the hairdressing industry
- Age 16 years or higher
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Hairdressing: Emerging Stylist (Level 4)

Fees Information

2021 tuition fee – Certificate in Hairdressing: Emerging Stylist Level 4: \$9,955 (incl GST and Kit)

NZ Certificate in Barber Skills (Level 3).

Qualification Code: 2114

This programme is designed to prepare people to enter the barbering industry with the essential barbering skills required– it provides career pathways into a barber shop environment or further studies such as ladies hairdressing.

Entry Criteria

All students must be able to demonstrate:

- Workplace communication skills*
- A passion and desire to be working in the barbering industry
- Age 16 years or higher (or 15 with MOE exemption is granted)
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Barber Skills Level 3

Fees Information

2021 tuition fee – Certificate in Barber Skills – Level 3: \$9,640 (incl GST and Kit)

NZ Certificate in Nail Technology (Level 4).

Qualification Code: 3443

This programme is designed to prepare people to enter the nail industry with the essential nail technology skills required– it provides career pathways into a nail salon environment.

Entry Criteria

All students must be able to demonstrate:

- NCEA Level 1 or equivalent
- A passion and desire to be working in the nail technology industry
- Age 16 years or higher
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Nail Technology (Level 4)

Fees Information

2021 tuition fee – Certificate in Nail Technology – Level 4: \$9,453 (incl GST and Kit)

NZ Certificate in Make-up and Skin Care (Level 3).

Qualification Code: 3442

This programme is designed to prepare people to enter the make-up industry with the essential make-up and skin care skills required– it provides career pathways into the make-up industry and further studies such as beauty therapy.

Entry Criteria

All students must be able to demonstrate:

- NCEA Level 1 or equivalent
- A passion and desire to be working in the beauty industry
- Age 16 years or higher (or 15 with MOE exemption is granted)
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Make-up and Skin Care Level 3

Fees Information

2021 tuition fee – Certificate in Make-up and Skin Care (Introduction) – Level 3: \$8,296 (incl GST and Kit)

NZ Certificate in Foundation Skills (Level 2).

Qualification Code: 2862

This programme is for persons who have the motivation to study towards their career or educational goal(s) but who have been unable to meet entry requirements at Level 3 and above and/or successfully gain or maintain employment.

This programme will prepare learners to gain skills, knowledge and personal qualities to succeed in:

- further tertiary education at NZQF Level 3 and above

- employment specifically in the contexts of Hairdressing, Barbering, Nail Technology, Make-Up and Skin Care
- be able to contribute positively within multi-cultural communities.

The programme enables the application of core capabilities such as confidence, basic knowledge and skills, and academic literacies, in a range of familiar contexts. Learners will also develop the interpersonal skills of respecting and valuing others (Manaakitanga), learning how to build and maintain collaborative working relationships (Whakawhanaungatanga), developing an understanding of concepts relevant to their chosen career pathways (Tātaritanga), and begin to develop the meta-cognitive skills to take responsibility for their own learning (Rangatiratanga).

Entry Criteria

Applicants need to:

- Be at least 16 years of age or higher (or 15 with MOE exemption) prior to commencement of the programme
- Be a New Zealand resident or citizen (this programme is not open to international students)
- Be able to demonstrate a positive attitude and commitment to complete the programme as part of the entry process. These attributes will be assessed through an interview
- Not have tertiary qualifications at Level 2 or above

Qualifications Offered

New Zealand Certificate in Foundation Skills Level 2

Fees Information

2021 tuition fee – Certificate in Foundation Skills – Level 2: \$8,214 (incl GST)

NZ Certificate in Beauty Therapy (Level 4).

Qualification Code: 3444

This programme is designed to prepare people to enter the beauty therapy industry with a broad range of beauty therapy skills – it provides career pathways into a beauty therapy environment where further learning is necessary. It is the required entry criteria for the advanced Level 5 Diploma in Beauty Therapy.

Entry Criteria

All students must be able to demonstrate:

- NCEA Level 1 or equivalent
- A passion and desire to be working in the beauty therapy industry
- Age 16 years or higher
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Beauty Therapy Level 4

Fees Information

2021 tuition fee – Certificate in Beauty Therapy – Level 4: \$12,369 (incl GST and Kit)

NZ Diploma in Beauty Therapy (Level 5)

Qualification Code: 3445

This programme is designed to provide the beauty sector with therapists who have skills and knowledge to critically analyse clients' needs and provide advanced beauty services.

Entry Criteria

All students must be able to demonstrate:

- Successful completion of NZ Certificate in Beauty Therapy Level 4
- Unit Standards 6401 Provide First Aid and 6402 Basic Life Support either as part of Beauty Therapy Level 4 programme of study or independently.
- A passion and desire to be working in the beauty therapy industry
- A positive attitude and commitment to complete the course.

Qualifications Offered

New Zealand Certificate in Beauty Therapy Level 5

Fees Information

2021 tuition fee – Certificate in Beauty Therapy – Level 5: \$15,154 (incl GST and Kit)

Student Fee Protection:

In accordance with Government regulations, we insist that we have a policy which will permit the student to transfer the residual training to another provider, pay for the residual tuition and not place undue financial strain on that provider in the event of business failure. This protection will also cover any credit payments for the individual Student if these have not been forwarded to NZQA. All Premier Institute of Education student fees are held in Public Trust and paid to Premier Institute of Education as the student progresses through the course.

Conditions of Enrolment:

Statutory Information Statement for Students as required under section 234B of the Education Act.

1. Premier Institute of Education does not charge service fees
2. There are no governing members of Premier Institute of Education that have material conflicts of interest.

Conditions of Acceptance and Selection Procedure:

Prospective students will be invited to a campus tour and interview for the programme of interest. The tour and the interview may be conducted at the same appointment or separately. Selection will be on the basis of meeting the entry criteria of the programme and available spaces on the programme.

You will be informed of your acceptance or non-acceptance onto the programme by letter or telephone. You will be required to sign the Enrolment Contract to verify you have read and understood the conditions of enrolment, Premier Code of Practice and the withdrawal and refund policy outlined in this handbook.

Government Fees Free Scheme and Student Loans and Allowances:

Enrolment staff will be available to assist where possible with the procedures for checking eligibility for the Fees Free scheme and/or a Student Loan and Allowances.

Withdrawal Procedure:

1. If you wish to withdraw from the programme, you must inform the Managing Director, Executive Director or Vocational Operations Manager in writing
2. If the programme is cancelled within the first 8 consecutive days you will be refunded on a pro rata basis.

Refund Policy:

1. If you withdraw before the programme has started you are under no obligation to pay any fees.
2. If you withdraw within the first 8 calendar days you are entitled to a full refund less 10% or \$500 (whichever is the lesser). All equipment must be returned.
3. If you withdraw from the programme after 8 calendar days, Premier Institute of Education will not refund any fees paid. You are required to meet the full cost of the programme.

To apply for a refund a student must write stating the reason for the refund. The application must include any supporting evidence; eg. Medical Certificates. Evidence of fee payment and enrolment acceptance are held at Premier Institute of

Education's Head Office. Applications must be made to:

Hamish McKay
Managing Director
Premier Institute of Education
PO Box 33571
Hurstmere Road
Takapuna
0622

Credit Transfer:

All programmes offered by Premier Institute of Education are competency based and include Modules or Unit Standards. In the unlikely event of this institution closing, other providers offering similar New Zealand Qualifications Framework (NZQF) programmes will be obliged to recognise any Modules or Unit Standards a student has gained credit for.

Facilities, Equipment and Staffing:

All Tutorial Staff are from the appropriate industry for the programme they are teaching, and undergo on-going up-skilling and training in their trade, tutoring, and/or management skills.

Premier Institute of Education's campuses are set up to replicate the relevant workplace as closely as possible with all essential equipment provided outside of the equipment kit each student has purchased through their fees. Students will have the use of a well-equipped lunchroom, with a breakfast selection provided and bathroom facilities

Recognition of Prior Learning (RPL) and Cross Crediting:

Any student, who has previously gained unit standards or experience which are included in a course provided within a Premier Institute of Education's qualification, shall be granted credit for that component of the course, upon provision of proof. RPL and CC are not applicable to NZ Certificate in Foundation Skills (Level 2).

Recognition of Current Competence (RCC)

Premier Institute of Education acknowledges and supports the right of potential learners to gain entry onto a programme or credit for existing skills and knowledge through the process of current competence. Upon request, competency shall be recognised and taken into consideration upon enrolment. Competency shall be ascertained by one or more of the following: literacy/numeracy testing, technical skills testing, references, and work/study experience. There may be a charge incurred for this service. RCC is not applicable to NZ Certificate in Foundation Skills (Level 2).

Te Reo Māori

Premier Institute of Education acknowledges the principles of the Treaty of Waitangi and endorses the right of its Learners to use Te Reo Māori in assessments. Learners may request that the theory components of the summative assessments be conducted in Te Reo. This request must be made at the beginning of delivery to allow management to prepare relevant material.

Feedback and Assessment

All assessment requirements will be conveyed to the student both at induction in both written and/or verbal form. This will include details of timing, methods and re-assessment opportunities. All assessments and reassessment procedures will be posted in every classroom and will appear in each student's assessment guide.

At the beginning of learning for each unit standard, students will be advised of the requirements of the unit and in most cases the student will be supplied a copy of the assessment package. Students may request that the theory components of the unit standards be conducted in Te Reo. This request must be made before the signing of this document to allow management to prepare relevant material

Assessment will be comprised of: Competency through a wide variety of methods including; practical competency-based testing, written and verbal techniques, projects, assignments, role-plays, portfolios, presentations, demonstrations and reporting.

Supporting Evidence and summative assessment will be augmented by peer assessment, self-assessment and tutor observation. Integrated assessment tasks will be used as often as possible to draw together the elements of one or more unit standard to provide holistic, efficient and realistic assessment of performance. Naturally occurring evidence will contribute significantly to the evidence pool – particularly subjects of a practical nature.

Self-assessment will be used to strengthen the student's self-image and develop their ability to realistically measure their own and peer performance in a non-threatening environment. This process will provide supplementary, indirect evidence of performance, which is useful to both the students and the tutor in gauging progress towards meeting the performance criteria.

After the assessment has been completed the assessing tutor will conduct a post assessment meeting, which will cover assessment feedback, results, appeals procedure and re-assessment opportunities (where applicable).

Students with literacy issues or English as a second language may be able to carry out some written assessments in verbal form, or a writer may be provided for them.

Hearing impaired students may complete verbal assessments in written form and if necessary a 'signer' may be provided for them.

Reassessment and Appeals

Opportunities will be provided within the time frame of the programme for both practical and theoretical reassessment. At the discretion of the tutor, students may have the opportunity to do a verbal re sit if only minor errors or omissions have been made.

Appeals against assessment results will firstly be to the Site Quality Control Manager (QCM) for consideration. The appeal must be made in writing including all reasons for the appeal using the Application for Appeal of Result Form and must be made within 48 hours of the original assessment. The QCM will:

- Acknowledge the date of consideration of the appeal
- Check the marking schedule and any evidence supplied to ensure it is correct
- Request a report from the relevant assessor and/or supervisor of the assessment including the process and reasons for the result.

Both the appeal and the report will be considered by the Programme Committee and a reply given within one week on the initial receipt of the appeal. If the candidate is not satisfied with the outcome of the appeal they may appeal to the NZQA.

Assessment Regulations specific to New Zealand Certificate in Foundation Skills (Level 2) Reassessment

Opportunities will be provided within the time frame of the programme for both practical and theoretical reassessment. There are no time limits on submitting or resubmitting assessments within the enrolment period for learners enrolled on this programme as it is recognised that learners enrolled in this programme may have difficulty in relating to formal assessment tasks. However, expectations around both formative and summative assessment are conveyed at the start of the programme through the Delivery Schedule. Regulations around extensions are not required.

Results Notification

Assessment results will be made available as soon as possible after the assessment (Refer to the Delivery Schedule) but within two calendar weeks of the tutor receiving the assessment. This timeframe also applies if an extension has been granted.

Learner Assistance with Assessments

Tutors are responsible for removing barriers to learning for their Learners. Tutors will ensure resources are made available for Learners with identified challenges, impairments, illness or other conditions. This will be on a case-by-case basis. Assistance may be provided such as additional time and reader/writers.

Hearing impaired Learners may complete verbal assessments in written form and if necessary a 'signer' may be provided for them.

Assessment Authenticity

Premier Institute of Education has a zero tolerance policy towards plagiarism. Learners' work must be checked against a recognised plagiarism database. Where plagiarism is detected penalties will be applied via the Programme Leader.

Authenticity of work:

- Learners must do all of their own work without direct help.

- Learners must not copy or summarise the work of others and claim it as their own work.
- Learners may accept advice and guidance as allowed under the assessment conditions for that assessment.
- Learners must acknowledge all sources of information used to complete the assessment.
- Learners sign their submitted assessments to confirm authenticity of work.

Submission and Return of Assessed Work

Assessments must be submitted on the due date (as per the Delivery Schedule provided to learners at the commencement of the programme) and be completed by the individual seeking assessment for that work. Under normal circumstances practical assessed work will be handed back immediately and theory assessed work within two days of the assessment taking place.

Exceptions to Programme Regulations

The Managing Director will consider exceptions to the Programme Regulations where unforeseen circumstances suggest that learners might be disadvantaged by existing Regulations.

Evaluation

Student evaluations are carried out using online surveys a minimum of two times throughout the programme. Students are asked to give feedback on the totality of the learning experience with the company and identify aspects of their needs, which are met and not met by the course.

End of Programme Expectations

Premier Institute of Education's vision is to equip each student with the technical skills for successful employment within their chosen industry. Opportunities for real life work experience is available in each programme and may include work in a salon / clinic, backstage at fashion shows, organised charity events, community projects etc. A successful graduate would be in employment or further studies at the end of the programme. We will follow up with each graduate within 3 months after the programme ends.

Credits Not Achieved During the Programme

You are able to return to complete unit standards not achieved during the course after the end date. There will be an hourly rate plus product plus credit registration fees.

Welfare and Support

All students participate in our induction and orientation on the first day of the programme where we will talk through the support and guidance services available, any worries, difficulties or needs you may have.

We want all students to be successful and will offer assistance if you are experiencing a situation that is having an effect on you achieving your goals. Your Site Manager is the first person to speak to. If we are unable to offer assistance you may be able to use one of the support services listed on p19.



Premier Code of Conduct

The following are Premier Institution of Education's ethics and practices expectations from students. You must agree to abide by the Premier Code of Conduct.

Policies and procedures

You must observe and comply with all of Premier's policies and procedures. Premier Institute of Education holds the right from time to time, to amend, cancel or introduce such policies and procedures as it considers necessary. Any student who breaches any of the policies or procedures as outlined below may be subject to formal action, which may result in being withdrawn from the programme.

Attendance, Punctuality and Absenteeism

In order to have the best opportunity for success you must attend every day. You are expected to be on time, ready for your class. If you arrive late you will be marked absent for the time period you were absent for. Attendance below 80% may affect your ability to complete the programme, gain your qualification or progress onto further programmes. For any missed theory or practical work, it is your responsibility to obtain all relevant information and complete the work.

Programme hours for Vocational programmes are:

Monday: Self Directed

Tuesday-Friday: 9.00am-4.15pm

Programme hours for Foundation programme is:

Monday-Friday: 9.00am-4.15pm

If you are constantly late or your attendance is erratic, and your tutor feels that you are at risk of failing, then the tutor will inform the Site Floor Manager of their concern. The Site Floor Manager will then have a meeting with you. If it is warranted, you will be put onto the 'attendance tracking system'. You have 2 weeks to show improvement or you will be referred back to the Site Floor Manager and a formal withdrawal process may begin. There are 4 steps in the formal procedure that will generally be followed:

- Verbal notice
- Written notice
- Final written notice
- Withdrawal

Inadequate attendance could also affect:

- Being on the course -if your attendance drops below 70% without adequate explanation you may be withdrawn from the course
- Your eligibility to gain the qualification
- Studylink Allowances – after 5 consecutive days absence your allowance may be suspended and/or you may be withdrawn. This may affect your eligibility for future Loans and Allowances.
- Acceptance to study further programmes
- Your employment prospects

Ethics & Practices

We are a fashion and image industry. We require our students to have a high standard of dress and personal hygiene and Professionalism. You set the standard for our Academy; therefore you must present yourself as an appropriate ambassador.

Let's get it right.

Personal Presentation

It is the tutor's or management's discretion to issue you a written warning should you not adhere to Premier's Ethics & Practices listed. If you receive

three written warnings, we reserve the right to terminate your contract.

- Clothes are to be tidy, clean, and in good repair, no coats, hoodies, hats, scarves, bandanas or track pants.
- Shoes **must** be worn at all times and kept clean, no rubber jandals, slippers or ugg boots.
- Hair and makeup needs to be done before class commences and maintained throughout the day.
- Hygiene and cleanliness is a priority ensuring you look and smell fresh. At all times avoid bad breath and body odour. Body spray and perfume is encouraged.
- Hair to be coloured and washed and styled daily. No ponytails. • Nails must be groomed.
- Chewing gum is not acceptable. • No excessive display of cleavage. • No singlet type tops.
- No light coloured blue/black denim jeans. • No sport/gym type clothing or trainers. • Dress shorts are permitted in summer.
- Avoid open toe shoes (Health & Safety). • No love bites. If visible you will be required to cover it or leave the salon.
- No possession or consumption of alcohol on company premises or when representing the Academy off site.
- No possession or consumption of illegal drugs on Academy property.

(Please Note: If you do not meet personal presentation standards, entry to a theory or practical session may be refused.)

Professional Attitude

As students we need to manage ourselves to industry standards.

Office Hours: Students wishing to discuss any course queries with administration can do so- 12.00pm to 12.30pm on course days.

- Professional gap. Do not make "Friends" with the tutors
- We expect professionalism at all times. No use of offensive language in the college at any time.
- We will not tolerate the safety of staff, clients and students being jeopardised or put at risk.
- Self-control and self-discipline are expected at all times - no public displays of anger, sulking or unacceptable behaviour.
- Do not make unkind or critical remarks about fellow students, clients, staff or other salons.
- Punctuality – Please arrive on time to begin your day and after breaks, tell your tutor if you intend to leave the building.
- Under no circumstances can you hinder another student's learning.
- Telephone - incoming telephone calls can be taken if urgent. All mobile phones must be turned off during tutorials.
- All Premier sites are smoke free.
- Equipment - all equipment supplied by the Academy remains the property of the Academy and must be respected.
- You must take full responsibility for your own equipment and personal property.
- During your course you will be required at all times to leave the premises clean and tidy.
 - Refreshments - tea, coffee, sugar and milk are supplied and the staff room is available for your use during breaks. Food and drinks are not to be consumed in the classroom and practical areas.
 - No unauthorised written or verbal disclosure of company information to third party.
- A good attitude is as important as good work. Remember success is 50% attitude and 50% skill.

Absences

If you are absent, you must inform your tutor before 8.30am. You can use the freephone number 0800 11 99 00 to leave a message stating your name, number and reason for absence, if you can't speak directly to your tutor. You must call for every day you are absent.

If you are absent for three days or more, you must provide a medical certificate.

Bereavement / Tangi Leave

You may take bereavement / tangi leave for the funeral or memorial service of immediate family (husband, wife, mother, father, brother, sister, partner, mother-in-law, father-in-law or other special person). You must let your tutor know as soon as possible.

Mobile phones*

Personal mobile phones may be used, at the discretion of the tutor. The activity / lesson you are engaged in will depend on whether it is appropriate to be able to use your phone. You must comply with the tutors' decision.

Listening to music*

All 'individual' Electronic Music equipment (eg: mobile phones, i-pods, etc) is not allowed during course time. You may use your device during break times only with the exception of self-directed learning times with prior permission of your tutor.

*At all times, tutors (or other Premier staff) have the final say on music and mobile phone use – you may have the device removed if its use is disruptive.

Student Rep

In each class a Student Rep and Deputy Student Rep is elected by class members. Responsibilities of these positions will be outlined at the time of voting, usually at the end of the first week of the programme.

Cleaning

As part of preparation for work experience and employment, you are required to participate in a cleaning roster and your tutor will explain how this will take place.

Theft

Theft is considered a serious misdemeanour. Any allegations of theft of Premier company property, or the property Premier staff or students, will be investigated. Any student involved may be suspended until after a full investigation, and if proven, the student could be put off the programme immediately.

Work Experience (Vocational programme where applicable)

Work experience opportunities are a component of your programme and an excellent way to learn more and gain some real industry experiences. This may be in the form of working in a salon / clinic, fashion shows, community projects, charity events etc

When you are on work experience you are representing Premier, as well as yourself. How you present yourself and your willingness while on work experience could affect the opportunities for both yourself, and other students in the future.

Premier will, both during the course and on completion, endeavour to obtain full time post-course employment for you.

However, you must acknowledge that we have no obligation to find such employment for you and that it is your responsibility to obtain employment in your chosen industry.

Competitions

- External Competitions

You must inform your Site Manager if you wish to participate in any external competitions as it may impact on your ability to complete the programme

- Internal Competitions

Throughout your programme you will have the opportunity to compete in In- House competitions held at Premier.

Sexual Harassment and/or Bullying Behaviour

Sexual harassment and / or bullying is unwelcome or offensive sexual behaviour or behaviour that is repeated or significant enough to have a harmful effect on you or others, and can be described as follows:

- Requests for sexual favours in return for special treatment, or threats about job options.
- Being touched in ways or places you don't like.
- Jokes about sex, the use of offensive language and/or words about sex, being sworn at.
- Derogatory comments about your appearance, religion, race, sexual preferences or similar
- Pictures, photographs, drawings of a sexual matter on show that you don't like.

Any behaviour of a sexual or bullying nature is considered serious and must be reported to your tutor, student rep or Site Manager straight away. Sexual harassment will not be tolerated and formal action will be taken if allegations of sexual harassment are substantiated.

Student Presentation

As your chosen programme is considered part of the fashion industry, you must maintain a 'look' in keeping with this. Allow yourself adequate time in the mornings to present yourself professionally. A high standard of hygiene and personal presentation is to be maintained at all times within your chosen programme. Two uniform tops (1 apron & 1 t-shirt for Barbers) will be issued to you and must be worn. You cannot have your hair done within normal learning hours without prior approval from your tutor.

Equipment

All equipment belonging to you (including equipment purchased from Premier) is to be named and kept in your locker when not in use. Premier is not responsible for any loss of or damage to equipment belonging to you. You must purchase your own lock for your allocated locker, to ensure security of your property throughout the duration of the programme. You will be liable for any loss or damage caused by you to equipment owned by or belonging to Premier.

Health and Safety

Premier Institute of Education is committed to the safety and welfare of its students, models and clients. Premier will comply with current New Zealand health and safety legislation and relevant codes of practice.

You will be made aware of the relevant Premier health and safety instructions and procedures, and you are required to observe and practice safe working methods at all times, including off-site visits and work experience.

- You must stay drug-free and sober before and during your programme. If you come to the course under the influence of drugs or alcohol, or use drugs or alcohol during course hours, or if we have reason to believe that your performance impairment may be the result of drug or alcohol use, or where you is a danger to yourself or your colleagues / clients and / or models, Premier has the right to search your personal effects and direct an independent occupational health practitioner to conduct testing of you for alcohol, recreational and/or non prescribed drugs. Furthermore, where an accident or health and safety incident occurs, Premier may conduct such tests. Failure to allow a search of personal effects or to the test may result in being withdrawn from the programme. If you are found to be using alcohol or drugs you will be put off the course straight away, and we will inform WINZ and StudyLink. If you are caught with drugs to supply or give to other people, you will be dismissed immediately and the Police will be notified.
- Food may only be eaten in the student lunch room
- All incidents or accidents are to be recorded in the Accident Register and kept at each site
- Student training includes procedures to protect themselves, clients and models when working with chemical products. Tutors are responsible for supervision of all practical work.
- The Public are made aware that their service is being done by students. Notices to this effect are posted in the reception area of the model salons and receptionist informs new clients. All students' models are to read and sign a consultation sheet which explains procedures and policies.
- Smoking is only permitted in the designated smoking areas.

Intellectual Property

You may not, without the prior written consent of Premier, use the name "Premier Institute of Education" logo or any other intellectual property rights belonging to, or other means of association with, Premier Institute of Education.

Emergency Situations

In emergency situations where a Premier site cannot (or should not) be accessed e.g. in cases of fire, earthquake, bomb threat, gas leak etc – check our Facebook page <https://www.facebook.com/premierinstituteofeducation/> for up-to-date information or instructions.

Accidents

Any accident which results in you being hurt in any way must be reported to your tutor or work experience supervisor as soon as possible. Even small accidents which don't seem serious must be reported and attended to, in case they get worse later.

Disciplinary Procedures

You are required to treat Premier staff and students respectfully at all times, and you must abide by the Code of Conduct rules contained in this Student Handbook. If you do not, you will be given two verbal warnings and a written warning. If you continue to break the rules you will be withdrawn from the programme and WINZ, StudyLink and/or T.E.C. will be informed. This applies to following company rules at work experience as well. This may affect your standing with WINZ, StudyLink or T.E.C. (Tertiary Education Commission), and your job opportunities in the future.

Successful Completion Criteria:

Students who successfully complete the following qualifications will have achieved:

- Minimum 80% attendance, with full attendance preferred (as outlined in the Premier Code of Conduct)
- Been a constructive, positive, contributing team member

1. New Zealand Certificate in Hairdressing: Salon Support Level 3

Unit	Unit description	version	level	credit
2866	Shampoo the hair	6	3	4
2869	Apply treatments to hair and scalp	6	2	2
2870	Blow dry hair into elementary styles	5	3	10
2871	Set short hair for volume	6	3	10
2873	Demonstrate knowledge of trichology	6	2	8
2891	Demonstrate knowledge of hair fashion over time	6	2	5
9953	Provide client service and care in a hairdressing or barbering salon environment	5	2	4
19793	Highlight and / or lowlight hair using elementary techniques	3	2	5
21938	Converse and interact with clients and operators in a salon environment	3	2	3
21940	Demonstrate knowledge of workplace requirements for employment in a salon	3	2	5
25076	Pin Curl hair	1	2	3
25077	Section and comb hair	1	2	2
25435	Create appointments and maintain appointment systems and records in the salon environment	1	3	5
25436	Display products in the salon environment	1	2	3
25438	Apply knowledge of services and workflow in the salon environment	3	3	4
25439	Apply knowledge of sustainability concepts for a salon	1	2	2
25789	Apply oxidative colouring products to, and remove them from, hair and scalp	2	2	5

25790	Select, maintain and demonstrate safe handling of hairdressing equipment and hand-held tools	1	3	4
25791	Demonstrate knowledge of the neutralising process and its effects on the hair shaft	1	2	3
25792	Dress long hair into elementary styles	1	3	8
25794	Select and recommend hair products	2	3	4
28835	Demonstrate knowledge of the fundamentals of colour for use in hairdressing, and the use of non-oxidative colour	1	2	2
28837	Apply underpinning knowledge and skills to cut to a guideline	1	3	10
28843	Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	1	3	2
28844	Demonstrate knowledge of professional behaviour and legal requirements for a salon	1	3	3
28845	Demonstrate safe and professional practice in the salon environment	1	3	2
28848	Apply knowledge of common hair and scalp conditions to complete a limited scope consultation	1	3	4

2. New Zealand Certificate in Hairdressing: Emerging Stylist Level 4

Unit	Unit description	version	level	credit
2755	Undertake a consultation and an in-depth hair and scalp analysis for a chemical service	5	4	15
2878	Apply knowledge of hair and scalp conditions to analyse and select corrective treatments for the hair and scalp	5	4	2
2879	Blow wave hair into complex styles	5	3	10
2892	Permanently wave the hair	6	3	12
12313	Perform a full-head highlighting service	5	4	7
19792	Select and apply permanent hair colour	2	4	10
25078	Finger Wave hair	1	3	5
25437	Demonstrate and apply knowledge of money matters and personal responsibility in the salon environment	2	3	5
25793	Dress long hair into complex styles	1	3	10
28836	Complete elementary colour corrections for hair	1	4	6
28839	Apply knowledge of chemical reformation techniques to assist with salon services	1	4	8
	PHA Cutting Module	1	3	30

3. New Zealand Certificate in Barber Skills Level 3

Unit	Unit description	version	level	credit
2873	Demonstrate knowledge of trichology	6	2	8
2878	Apply knowledge of hair and scalp conditions to analyse & select corrective treatments for the hair and scalp	4	4	2
28848	Apply knowledge of hair and scalp conditions to complete a limited-scope consultation	1	3	4
19808	Select and maintain barbering tools and equipment	2	2	4
19805	Blow dry using barbering techniques	2	2	4

2886	Design and shape beards and moustaches	4	4	5
10645	Describe the development of barbering	3	2	3
10646	Apply initial barbering techniques	3	2	20
10648	Complete a haircut using barbering techniques	3	3	30
19806	Consult with client for barbering service and analyse hair and scalp condition	2	3	20
25435	Create appointments & maintain appointment systems & records in the salon environment	1	3	5
25794	Select & recommend hair products	1	3	4
28843	Demonstrate knowledge of personal health & hygiene, and self-styling, for working in a salon	1	3	2
28844	Demonstrate knowledge of professional behaviour and legal requirements for a salon	1	3	3
28845	Demonstrate safe and professional practice in the salon environment	1	3	2
28848	Apply knowledge of hair and scalp conditions to complete a limited scope consultation	1	3	4

4. New Zealand Certificate in Nail Technology Level 4

Unit	Unit description	version	level	credit
15189	Implement a health and safety plan for the workplace	4	4	4
28844	Demonstrate knowledge of professional behaviour and legal requirements for a salon	1	3	3
27171	Demonstrate knowledge of tools, equipment, products and safe operating procedure used in nail services	2	2	5
28845	Demonstrate safe and professional practice in the salon environment	1	3	2
28843	Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	1	3	2
27167	Undertake an in-depth consultation and give advice in a nail salon	2	4	10
27172	Perform a manicure service	3	4	6
27173	Perform a pedicure service	3	4	6
29326	Perform Nail augmentation services	1	4	40
27175	Perform complimentary nail services	3	4	6
27168	Select and recommend products for an at-home nail service	1	3	3
29602	Demonstrate knowledge of the principles of nutrition and their relevance to beauty therapy services	1	4	2
27176	Demonstrate knowledge of microorganisms in a beauty salon	1	3	2
27164	Demonstrate knowledge of the structure and functions of a nail, and anatomy and physiology relevant to nail services	2	3	4
27166	Demonstrate knowledge of conditions of the nail and surrounding skin	2	4	4
25435	Create appointments and maintain appointments systems and records in the salon environment	2	3	5
30166	Provide reception and client sales services for the beauty industry	1	4	6
29327	Demonstrate knowledge of small business practices in the beauty services industry	1	3	5
28846	Demonstrate knowledge of costs and financial KPI's for a salon	1	4	5

5. New Zealand Certificate in Make-up and Skin Care Level 3

Unit	Unit description	version	level	credit
28843	Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	1	3	2
28946	Demonstrate knowledge of tools, equipments and safe operating procedures used in makeup and skin care	2	3	4
14139	Demonstrate knowledge of, select and recommend cosmetics and toiletries	6	3	8
25437	Demonstrate and apply knowledge of money matters and personal responsibility in the salon environment	2	3	5
27648	Demonstrate knowledge of promotional activities within a makeup and skin care workplace	3	3	7
27644	Demonstrate knowledge of makeup and design theory	3	3	4
27645	Demonstrate knowledge of the structure and function of the face, and of facial skin types and conditions	3	3	6
27646	Perform skin services for the face in preparation for makeup application	3	3	10
27647	Perform makeup services	4	3	10
21938	Converse and interact with clients and operators in a salon environment.	3	2	3
28845	Demonstrate safe and professional practice in the salon environment	1	3	2

6. New Zealand Certificate in Foundation Skills Level 2

Module	Description (Learning Outcomes)	
1. Essential Skills - Tuapapa	LO1: Apply communication skills to communicate with peers and clients in a salon workplace and environment.	5
	LO2: Research, recognise and apply people skills to interact with peers and clients in a salon workplace and environment.	5
	LO3: Research, recognise and apply life skills needed, to be able to operate at an entry level in a salon workplace and environment.	5
2. Self - Rapu Ora	LO1: Identify and demonstrate an awareness of different cultures, and the needs of those cultures, for yourself and others, when working within a salon workplace and community.	5
	LO2: Recognise, establish and maintain personal wellbeing to contribute positively to a salon workplace and environment.	5
	LO3: Research and use personal information to create short term goals for future focuses within a salon workplace and environment.	5
3. Active Learning - Rapu Pukengataka	LO1: Use self-awareness to prepare and promote yourself in a positive manner in preparation for future education or employment opportunities within a salon workplace and environment.	5
	LO2: Apply essential practical and communication skills, follow instructions and carry out entry level tasks, with peers and clients in a salon workplace environment.	5
	LO3: Use social and interactive skills to contribute to and work with different community groups within a salon workplace and environment.	5
4. Project - Ara Matauraka	LO1: Use basic research skills and a variety of texts, to construct a detailed plan and make conscious decisions about educational and or employment opportunities within a salon workplace and environment	10
	LO2: Use self-assessment skills to evaluate and reflect on future education paths within a salon workplace and environment.	5

7. New Zealand Certificate in Beauty Therapy Level 4

Module	Description
1. Health & Safety	<ul style="list-style-type: none"> • Develop and implement professional standards for a beauty salon • Identify & implement personal health & hygiene and Health & safety. • Identify & implement Health & safety. • First aid
2. Consultation	<ul style="list-style-type: none"> • Develop and implement tools for client consultation • Develop and implement treatment plans using client's relevant medical history •
3. Nail therapy	<ul style="list-style-type: none"> • Develop and implement plan for nail services to meet clients' needs • Explain anatomy physiology and chemical properties pertaining to nail services • Apply knowledge of skin & skin diseases associated with nail therapy • Investigate and implement physics process related to nail services • Produce nutritional advice relevant to nail services • Carry out nail services
4. Facial therapy & skin care	<ul style="list-style-type: none"> • Develop and implement plan for facial & skin care to meet clients' needs • Produce nutritional advice relevant to the facial & skin care therapies • Produce nutrition advice relevant to Beauty Therapy services • Carry out Beauty services, such as makeup and eye enhancements • Explain anatomy and physiology relating to facial and skin care therapies • Explain diseases and disorders relating to beauty therapy services • Investigate various body systems in relation to the head neck and face
5. Hair removal and body services	<ul style="list-style-type: none"> • Develop and implement plan for body therapies to meet clients' needs • Investigate and implement chemical & biology processes related to each therapy • Investigate and implement physics process related to each therapy • Produce nutritional advice relevant to the body therapies • Apply knowledge of skin & skin diseases associated with the therapies
6. Business skills	<ul style="list-style-type: none"> • Develop costing management and sales promotions for a beauty salon • Demonstrate understanding of KPI's relevant to a beauty salon • Demonstrate knowledge and implementation of cash management • Deliver and implement systems to create and maintain appointments • Deliver and implement systems to maintain records and rebooking • Carry out services such as extraction, massage and spray tanning

8. New Zealand Diploma in Beauty Therapy Level 5

Unit	Unit description	version	level	credit
31173	Explain the safe management of electrical services and equipment in a beauty salon	1	5	5
30390	Comply with health and safety legislation as a small business	1	5	8
31165	Undertake client consultation and analysis, and develop service plans for advanced beauty therapy services	1	5	10
31169	Demonstrate knowledge of and perform advanced facial therapy services	1	5	15
31174	Select and recommend retail products for advanced beauty therapy services	1	4	2
31172	Demonstrate knowledge of skin biology for advanced beauty therapy services	1	5	5
31167	Demonstrate knowledge of and perform full body massage for beauty therapy	1	5	10
31170	Demonstrate knowledge of and perform body therapy services	1	5	10
19598	Perform electrical epilation services	3	5	15

31163	Demonstrate knowledge of hair, hair growth, and the application of electrical currents for electrical epilation services	1	5	5
31166	Demonstrate knowledge of body systems, and related conditions that may impact on the delivery of beauty therapy services	1	5	7
31171	Demonstrate knowledge of properties of cosmetics, oils, and electricity and physics relating to beauty therapy services	1	5	8
30389	Envision and plan for the future of a small business in a changing environment	1	5	10
31164	Demonstrate knowledge of identification and management of hair and skin conditions for advanced beauty therapy services	1	5	5
31168	Demonstrate knowledge of the digestive system and nutrition for facial therapy and body therapy beauty services	1	5	5



The Quality Commission



The Quality Commission is an independent body that provides a complaints resolution service for students – a free and easily accessible service that respects the rights of the student and the provider.

Grievance Procedures

Policy

Premier Institute of Education believes that we have a responsibility to provide you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes. This is why we are signatories of the Independent Tertiary Education New Zealand (ITENZ) Quality Commission Scheme.

Limitation

While we are sympathetic with any situation which causes you distress, the main areas this policy is intended to deal with relate to the following:

- inappropriate policies and procedures of our institution,
- failure to act in accordance with our appropriate policies and procedures, and
- actions by staff or students which cause upset to others

Principles

1. We will try to deal with your complaints in a sensitive and confidential manner. There may be times when we will need to discuss the issues with the person you are complaining against if we are to help achieve a resolution. If so we will discuss this with you and get your agreement before proceeding.
2. Problems should be dealt with as close to the source as possible. They will be referred to a higher level only after attempts to resolve them at the lower level have failed.
3. The person you are complaining about has a much right to a fair hearing as you do. We will listen to both sides without prejudice.
4. Our focus is on solving problems, not on laying blame or holding grudges. However, where formal action becomes necessary we accept the need to pursue this.

Procedure

We can deal with your complaint formally or informally.

Informal complaints

Informal complaints are suitable for minor issues which can be resolved with the minimum of difficulty, in keeping with the principle of dealing with problems at the lowest level.

Examples of informal complaints might include the following:

- minor classroom irritations (other students break concentration by always talking in class, teacher fails to keep order)
- concerns arising from miscommunication or misunderstanding
- minor disagreements over academic matters (tutor didn't accept my late assignment, when I felt I had a good excuse)
- resource difficulties (late or incorrectly supplied resources)

Informal complaints are usually made verbally. You will be directed to the person best able to address your complaint and facilitate a speedy resolution, i.e. the facilitator. Resolution will be determined when you express satisfaction with the outcome, or at least verbally accept the decision reached by the facilitator. If you cannot accept the outcome, you may lodge an appeal. It then becomes a formal matter which is recorded in the Complaints Register. You can email your complaint to: complaints@pie.ac.nz

Procedure

1. If you feel comfortable, you should take any complaint to your tutor first – remember you can bring a support person with you to any meeting.
2. If you prefer, or you and your tutor are unable to sort the matter out, then you could talk to your student rep.
3. Otherwise, you could talk to your Site Manager

Formal complaints

Formal complaints are suited to more serious issues. The complaint will be made in writing to the Operations Manager. The complaint is recorded in the Complaints Register, and the Operations Manager is charged with trying to bring about a satisfactory resolution. The Operations Manager will keep notes to assist follow-up. At the end of the process the facilitator will produce an outcome statement which should be signed by the complainant and the facilitator.

Examples of formal complaints might include the following:

- harassment by staff or other students
- inappropriate treatment by staff or other students
- unfairness in a formal assessment situation

- unfairness of institutional policies
- unsafe learning situation

Procedure

1. In the first instance put your complaint in writing the Operations Manager. (Lesely Hawke: lesley@pie.ac.nz)
2. If the Operations Manager cannot resolve your complaint it will then be referred to the Executive Director
3. If the Executive Director cannot resolve your complaint within a 2-week timeframe then it will be referred to the Board Chairperson of Premier Institute of Education
4. If the Board Chair cannot resolve your complaint you can go to the Quality Commission
5. You may appoint a student representative to support them in this process. The representative will be responsible for liaising with Academy management. If a student is dissatisfied with the complaint procedure or the outcome of the complaint they may write to the NZQA.

Appeals

If you are not satisfied with the outcome, you may appeal the decision to:
Premier Institute of Education Appeals Committee

Takapuna
Auckland
0622

Should you want to pursue the matter outside of Premier Institute of Education you may lodge an appeal with the Quality Commissioner of the Independent Tertiary Education New Zealand Association (ITENZ) by submitting the online form on the ITENZ website www.itenz.co.nz and emailing it to admin@itenz.co.nz

If you are still not satisfied, your final recourse is to the NZQA Student Complaints Process:

Contact NZQA directly:
The Complaints Officer
iStudent Complaints
www.istudent.org.nz



External Support Agencies

All students shall have access to appropriate guidance and support should you need them. We have information on a variety of support services available in your local community, so please feel free to ask your tutor or Site Manager for help and referral.

Support Services and Resources that may be helpful:

NATIONAL HELPLINES

Need to talk? Free call or text 1737 any time for support from a trained counsellor

Lifeline 0800 543 354 or 09 522 2999 within Auckland

Suicide Crisis Helpline 0508 828 865 (0508 Tautoko)

Healthline 0800 611 116 or www.healthline.govt.nz free advice from trained registered nurses

Samaritans 0800 726666. 24 hour confidential listening service

see www.mentalhealth.org.nz/get-help/in-crisis/helplines for other services

DEPRESSION – SPECIFIC HELPLINES

Depression Helpline 0800 111757 or free text 4202 www.depression.org.nz

OTHER SUPPORT SERVICES / HELPLINES

Alcohol Anonymous (AA) Helpline 0800 229 6757 or www.aa.org.nz

Alcohol and Drug Helpline 0800 787 797 or online chat

Anxiety phone line 0800 269 4389 (0800 ANXIETY) 24/7

Are You OK 0800 456 450. Family violence – it's not okay

Citizens Advice Bureau 0800 367 222 or www.cab.org.nz free independent advice service

Family Planning Association www.familyplanning.org.nz for your nearest clinic. **Gambling Helpline** 0800 654 655

Quitline 0800 778778 – smoking cessation help

Rape Crisis 0800 883 300

thelowdown www.thelowdown.co.nz or email team@thelowdown.co.nz or free text 5626

Women's Refuge Crisisline 0800 733 843 (0800 REFUGE) or www.womensrefuge.org.nz

Youthline 0800 376 633, free [text 234](http://text.234), email talk@youthline.co.nz or online chat

