

[mediadesignschool.com](http://mediadesignschool.com)

# Student Handbook



# Student Handbook

The Student Handbook is a guide that you can refer to during your study at Media Design School.

As this Handbook provides a summary of student related policies and procedures, please refer to the Media Design School Intranet (Hive) for full versions of these, as well as the latest version of this handbook.

Media Design School reserves the right to make changes to information contained within this handbook, including policy and process, as required.



# Table of Contents

<b>General Information</b>	<b>2</b>		<b>9</b>
Accreditation and Registration	2	Visitors	9
Equal Educational Opportunities	2	Letters of Reference	10
Disclosure of Information to Students	2	<b>Guide to Selecting Transfer Type</b>	<b>10</b>
<b>Academic Policies</b>	<b>2</b>	<b>Student Life</b>	<b>11</b>
Student Information and Records	2	Student Code of Conduct	11
Release of Student Information	2	Harassment Policy	12
Academic Records	2	Disciplinary Procedures	12
Award of Qualification	3	Immediate Student Expulsion	12
<b>Attendance</b>	<b>3</b>	Student Guidance and Support	12
Excused Absences	3	Mentoring Sessions for New Students	12
Notification of Absence	3	Counselling Services	13
Non-attendance of Classes	3	International Student Support	13
<b>Assessment</b>	<b>3</b>	Student Events	13
Formative Assessment	3	Clubs	13
Summative Assessment	4	Support of Disabled and Students with Special Needs	13
Moderation	4	<b>Complaints and Grievances</b>	<b>13</b>
Assessment in Te Reo Maori	4	Individual Complaint	14
Assessment Appeals	4	Class Complaint	14
Extension to an Assessment Deadline	4	Complaints Procedure	14
<b>Plagiarism</b>	<b>4</b>	<b>Information for International Students</b>	<b>15</b>
Guidelines to Avoid Cheating and Plagiarism	5	Medical and Travel Insurance	16
<b>Piracy and Copyright</b>	<b>5</b>	Working in New Zealand after Graduation	16
<b>Recording Lectures/Audio-Visual Notes</b>	<b>5</b>	New Zealand Driving Laws	16
<b>Student Work for Commercial Use</b>	<b>6</b>	<b>Graduation and Beyond</b>	<b>17</b>
Client Brief Production and Delivery	6	Graduation	17
<b>Class Schedules</b>	<b>6</b>	Alumni	17
<b>Feedback</b>	<b>6</b>	<b>Health and Safety</b>	<b>18</b>
<b>Independent/Self Directed Learning</b>	<b>6</b>	Accident Reporting	18
<b>Internet Use</b>	<b>6</b>	Hazard Identification	18
<b>Policy for Impaired Performance</b>	<b>7</b>	Emergency Procedures	18
<b>Student Evaluations/Surveys</b>	<b>7</b>	Evacuation Process	18
<b>Media Design School Transfer Policy</b>	<b>7</b>	Technical Faults/Maintenance Reporting	18
Compassionate Transfer	7	Food and Drink	18
Transfer to new Qualification	7	<b>Fees</b>	<b>19</b>
Restart Transfer	8	Student Fee Protection	19
<b>General Policies and Procedures</b>	<b>8</b>	Student Government Funding – Domestic Students	19
School Equipment and Resources	8	Payment of Fees	19
Security	8	Late or Non-payment of Invoices – Procedures and Penalties for Domestic Students	19
Student ID Cards	8	<b>Withdrawal and Refund Policy</b>	<b>20</b>
Student Representatives	9	<b>Student Fee Refund Flow Chart</b>	<b>21</b>
Terms of Reference for Student Representatives	9	<b>External Student Support Services</b>	<b>22</b>
Facilities and Access	9		
School Hours and Access	9		
Holiday Breaks	9		

# General Information

## Accreditation and Registration

Media Design School is registered as a private training establishment by the New Zealand Qualifications Authority (NZQA) under the provisions of the Education Act 1989 and its subsequent amendments. The New Zealand Qualifications Authority (NZQA) under the provisions of the Education Act 1989 approves and accredits Media Design School's qualifications.

## Equal Educational Opportunities

Media Design School seeks to provide equal educational opportunities for all applicants who are able to meet the school's required entry criteria.

## Disclosure of Information to Students

After receiving an offer of place, you will receive information relating to the following:

- Student Fee Protection through Public Trust
- Government funding (Domestic Students)
- Withdrawal and Refund Policy.

# Academic Policies

## Student Information and Records

All data necessary for Ministry of Education, Tertiary Education Commission (TEC) and NZQA compliance and to use for the School's own records, is stored and processed in adherence with the Privacy Act.

Media Design School is required to keep up-to-date records; student information is regularly requested and updated.

In order to ensure that Media Design School is able to contact you in an emergency, you must ensure your contact details (such as your name, phone number, and email addresses) are kept up to date. If you need to make any amendments to your details, this can be done at Reception on Level 16; through Media Design School's intranet (Hive); or by emailing: *reception@mediadesignschool.com*.

The Tertiary Education Commission (TEC) requires all students to provide a permanent contact address for obtaining future information about graduate outcomes. Once you have completed your studies, you will be asked to provide Media Design School with permanent contact address details so that we can contact you in the future.

## Release of Student Information

Media Design School is required to submit regular reports to the Ministry of Education. Each student has an individual National Student Index (NSI) number that is used to track your enrolment, completion or withdrawal at all New Zealand education institutions you are or have been enrolled at.

Media Design School is also required to release, or make available for audit, information that is specific to student enrolments. The Ministry of Education, Tertiary Education Commission (TEC) and NZQA may access your attendance records, academic records and information pertaining to your student allowance and loan applications as requested by an authorised officer of these agencies.

## Academic Records

A final academic transcript is provided at the conclusion of your course of study. This is emailed or posted to your address on file at the time of qualification completion.

Reprints of official Media Design School documents (transcripts and award certificates) can be ordered for a fee. Please contact Registrar for details.

## **Award of Qualification**

To be awarded a qualification by Media Design School, you must meet the following requirements:

- Successfully pass all prescribed components
- Complete all course work
- Meet attendance requirements
- Pay all fees and return all loaned school resources in acceptable condition.

## **Attendance**

Attendance for all scheduled classes (labs, tutorials, presentations, site visits and other classes at Media Design School) is compulsory.

You must also be on time. Media Design School simulates the realities of the workplace and you are expected to treat your course of study as if you were in employment.

## **Excused Absences**

There are two exceptions to the above statement: Sickness and Bereavements. It is your responsibility to provide evidence to the school for an excused absence.

### **Sickness**

A medical certificate is required for absences of three or more consecutive days due to sickness.

*Please note: If you need an extended excused absence due to health issues, you will have your attendance requirement assessed individually.*

## **Notification of Absence**

If you are absent, you must:

- Notify faculty prior to commencement of scheduled class(es); **OR**
- Notify the school by sending email to [away@mediadesignschool.com](mailto:away@mediadesignschool.com); **OR**
- Notify the school by phone prior to the commencement of class by contacting Reception on 09 303 0402; **OR**
- Email the Student Support Manager ([flora@mediadesignschool.com](mailto:flora@mediadesignschool.com)).

If you miss a class for any reason, you must take responsibility for catching up on any missed work or collecting any information provided by your lecturer (handouts, exercises, formative assessments, summative assessments, etc.).

## **Non-attendance of Classes**

Media Design School is legally required to immediately inform StudyLink (domestic students with loans/allowance) or New Zealand Immigration (international students) when:

- You cease to attend scheduled classes
- Your attendance is unsatisfactory
- You are considered no longer to be eligible to achieve your qualification.

Non-attendance will be addressed if you have an unexcused absence for three consecutive scheduled class days. In the event that this occurs, the notification process is as follows:

- Student identified and referred to Student Support Manager (by Lecturer or Programme Director).
- Lecturer or Programme Director informs student of reason for referral.
- Student to complete Student Services Forms

If no progress,

- Programme Director will send you an official letter regarding non-attendance
- Minor offence with no progress, second warning letter issued.
- Major offence with no progress, Behavioral Probation Contract issued by Chief Academic Officer.

If no progress, de-registration may be implemented.

## **Assessment**

### **Formative Assessment**

Formative assessments provide you with feedback on your progress towards achieving the specified learning outcomes of your course of study. They provide feedback through short tests, assignments and projects etc. Although formative assessments do not contribute to grades they are an essential tool to ensure that you are learning at the expected level. All formative assessments are compulsory.

Formative assessment may include peer assessment and self-assessment methods in reference to established criteria as well as external feedback from recognised industry professionals/organisations.

## Summative Assessment

Summative assessments are formal assessments on which your final grade for each component of the qualification are calculated.

Summative assessments are assessed against clearly defined objectives, measures or criteria. Each summative assessment has clear instructions on how the work is to be assessed, and has a due date, after which a grade or percentage rating is given.

The following chart outlines the grading scale used for assessment:

Grade	Range	Value
A+	100 – 90%	100%
A	89% – 85%	88%
A-	84% – 80%	83%
B+	79% – 75%	78%
B	74% – 70%	73%
B-	69% – 65%	68%
C+	64% – 60%	63%
C	59% – 55%	58%
C-	54% – 50%	53%
D	49% – 0%	0%

A grade for each component of your course of study will appear on your academic transcript.

## Moderation

Each summative assessment is pre and post moderated internally by faculty. Final semester/year summative assessments (such as Capstone projects) are post-moderated by faculty from other New Zealand education institutions.

## Assessment in Te Reo Maori

If you wish to do your summative assessment or submit formal work in Te Reo Maori, you must notify your Programme Director **BEFORE** you submit your assessment.

## Assessment Appeals

You have three days after being provided with any summative result to appeal the outcome.

- Before lodging an appeal, you should seek clarification of the results from your Programme Director.

- You have two weeks after being provided with your final qualification result to appeal your final qualification outcome.
- Before lodging an appeal, it is important to note that final results for qualifications at the school are moderated prior to their release.
- If your appeal remains unresolved you may submit an appeal in writing to the Chief Academic Officer. This submission must clearly identify evidence for the appeal to be considered. You have three days to make an assessment appeal.
- The Chief Academic Officer will communicate the findings of the appeal in writing to you. There is no further internal appeal process.
- If you are dissatisfied with the outcome, you are advised to seek an independent external adviser.

## Extension to an Assessment Deadline

Meeting project deadlines is an important part of preparing you for employment in industry. Assessments are therefore all time-based. An extension to due dates for formative and summative assessments may only be approved in exceptional circumstances that are outside of your control. Such circumstances include family bereavement, emergency or extended periods of sickness. Extensions will be granted at the discretion of your Programme Director.

It is your responsibility to justify your application for an extension and provide documentation to support. Extensions will not be granted due to your lack of planning, including equipment availability due to high demand or because of technical problems. Where possible, you should apply for extensions in advance of the deadline and not on the date the assignment is due.

## Plagiarism

All work that you present for assessment or for feedback must be your own.

Presenting another person's work (in part or whole) to obtain credit towards a qualification is a fraudulent action and may be considered criminal behaviour.

If an investigation is required, you may be immediately suspended pending the outcome of the investigation. If there is clear evidence that you have cheated on submitted work, you may be immediately expelled. The school reserves the right to inform appropriate authorities if necessary.

Below are examples of common forms of plagiarism ranked in order of severity:

1. Copying an essay, model, texture, rig, animation, drawing, diagram, script, concept, or code from another student or third party and submitting the work as your own.
2. Lifting sentences or paragraphs, function libraries, script libraries, components (from the Internet, books, journals, electronic devices, etc.), without proper acknowledgment.
3. Heavy reliance on third-party phrases, sentences, or components without proper acknowledgment thereby giving the impression that the ideas expressed belong to you.

*Please note: Student work may contain content produced by another party (i.e. a quotation, a small piece of code, artwork or other contribution). In this situation, the author(s) of the work must in all cases be clearly identified and credited.*

## **Guidelines to Avoid Cheating and Plagiarism**

To avoid plagiarism and its penalties, you should note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always cite the author and source of the material using an academic referencing style relevant to your course of study.
- You should always cite sources for any graphs, tables, code or specific data, which you include in your assessment using an academic referencing style relevant to your course of study.
- You should cite the source of third-party software components, textures, models, rigs, scripts, graphics (of any kind), concept art, concepts, or ideas using an academic referencing style relevant to your course of study.
- You must not copy someone else's work (including that of your fellow classmates) and present it as your own.
- You should keep a log of all of your sources (printouts, logs, concept booklets, scrapbooks, etc.) and ensure that an accurate record of these sources is referenced upon the submission of your assignment.
- Allow people to explain how to do something and then attempt to do the work yourself.

- Avoid letting people "show you" within the confines of your own artifacts. Media Design School encourages the free exchange of ideas, however, for individual work there is a difference between helping and doing the work for a friend.

## **Piracy and Copyright**

Media Design School takes piracy and copyright infringement seriously and has a zero tolerance policy towards the downloading, storing and sharing of any non-course related data or resources – illegal or legal. This includes music, movies, software, games and other non-course-related files. Lecturers have the right to decide what material is considered 'course-related' in circumstances where this may not be clear. Random checks and audits are scheduled throughout the year. Lecturers and network administrators have the right to audit any data on school computers and network storage.

If you are found to be in violation of this policy you will receive one initial warning, but will be restricted from classes without further notice for a period of three weeks if the offending files aren't removed immediately. Lecturers and network administrators then have the right to delete any files they deem non-course-related at any time. You may also have your storage quota reduced. Any evidence of further violations of this policy will result in you being expelled.

*Please note: In addition to being illegal, this action affects your fellow students, as it significantly reduces the storage space and network bandwidth available to all users of the schools' network. By taking up considerable storage capacity, it also affects the efficiency of students' work being backed up properly and can place the technical infrastructure at risk.*

## **Recording Lectures/ Audio-Visual Notes**

Recording lectures or tutorials or taking audiovisual notes during any Media Design School event, where permission has not been explicitly given to do so, with any digital or analogue device is strictly prohibited at Media Design School. Any student found to be in violation of this policy will receive one initial warning, but will be restricted from classes without further notice for a period of three weeks if the offending recordings aren't removed immediately from any storage device used to store the recordings. Any evidence of further violations of this policy may result in the student being expelled.

## Student Work for Commercial Use

Students produce work using educational/academic software licences while at Media Design School. A condition of using academic licences is that they are not to be used in the production of commercial work.

To protect all work produced by students or groups of students in response to a brief by an external agency, individual person or institution, all such work remains the property of Media Design School and may not be released to any outside individual, agency or company without the written permission of Media Design School.

Media Design School reserves the right to retain, reproduce or otherwise use any student work that any student or group of students produce while at Media Design School for the purposes of quality assurance, advertising, marketing or promoting Media Design School.

## Client Brief Production and Delivery

During your course of study, you may be requested to produce work using simulated client briefs and actual client briefs. No payment will be made to you for the work produced.

### Terms of Reference for Client Briefs – Non-commercial (unpaid)

- All work completed on the school's educational use only software must be non-commercial.
- Associated costs of client work (such as visit transportation) are the student's responsibility.
- Media Design School is not responsible for any production costs associated with client work.
- If you are working directly with a client, you must make sure the client is aware of any production costs that they will be responsible for – e.g. printing, plates, internet charges. You must inform the client of the time you are able to commit to the project. The client should be informed that they have no comeback on you, the student or Media Design School, should the work not meet client's expectations and time frame.

## Class Schedules

Class schedules are set by the school and are distributed at the beginning of each semester. All scheduled classes (including tutorials and offsite field trips) are compulsory.

## Feedback

Students require a level of feedback to ensure they understand their progress and identify where they need to focus their efforts to be successful. Feedback is given throughout your course of study, both formally and informally. Programme Directors ensure the feedback given by faculty is sufficient and appropriate in the time available.

Feedback can be received in various forms, such as:

- **Verbal:** from lecturer/s and/or peers
- **Critiques:** from lecturer/s and/or peer
- **Presentations:** from lecturer/s and/or peers and/or invited special guests
- **Summative Assessment:** written feedback is provided and is moderated by the department
- **One-on-one meetings:** from the lecturer, to provide feedback regarding the school's evaluation of your progress and to provide comments and suggestions as to what would assist you to succeed
- **Industry:** feedback may be provided during each programme during presentations, for portfolios or online.

When the schedule allows, additional feedback may be given by lecturers upon request.

## Independent/ Self Directed Learning

In addition to class time (directed learning), you are expected to engage in self-directed learning. Self-directed learning plays a critical part in the education offered by the school and is a major component in gaining a Media Design School qualification.

All full time students are expected to engage in at least 20 hours per week of self-directed learning.

## Internet Use

At all times the Internet must only be used for educational and/or research purposes. Inappropriate use of the Internet includes (but is not limited to):

- Activities prohibited by legislation
- Downloading entertainment materials

- Except where required for the purposes of study as determined by your lecturer;
  - Online gaming
  - Online chatrooms
  - Peer-to-peer file sharing
  - Instant messaging
  - Using the Internet as a substitute for the telephone (i.e. Skype).

## Policy for Impaired Performance

Issues around failure to meet the required attendance criteria are addressed under the Attendance Policy.

If you fall behind in the quality or quantity of your learning, it is your responsibility to correct this. In exceptional circumstances, where a situation outside of your control is affecting your studies, you may put your case in writing to the Chief Academic Officer who will assess the situation on a case-by-case basis. The school is not obliged to provide a solution.

If you fail a component, you may re-take the component at the earliest opportunity, if:

- You apply in writing to the Chief Academic Officer within three weeks of receiving notice that you have failed the component (Student Support will assist you with this)
- You pay to re-take the component; and
- There is a place available in the next offering of the component.

## Student Evaluations/Surveys

You will be invited to complete evaluations and surveys throughout your enrollment with Media Design School. The results of these will be shared with the appropriate departments and any actions related to these will be communicated to you through Student Leaders and posters around the school.

## Media Design School Transfer Policy

Media Design School supports the right of students to transfer from a course of study under a number of circumstances. In order to complete a transfer, students must complete a transfer form and submit it to the Student Support Manager. Situations where a transfer may be granted are outlined as follows:

### Compassionate Transfer

Compassionate Transfers are granted under exceptional circumstances which prevented you from completing your course of study within the scheduled end date of the qualification.

Exceptional circumstances include: a major trauma or injury, high risk situation or significant illness with supporting documents, death of an immediate family member that has prevented you from continuing your course of study, or the impact of natural disasters requiring you to return home.

Your course of study will be put on hold, and you will re-enter your course of study in the following intake/year, if the qualification is offered. If a transfer is approved, you are liable for all fees as invoiced and no refunds will be granted.

StudyLink will be advised for Student allowance purposes in the case of domestic students.

In the case of International students, Immigration New Zealand will be notified of the student's situation. The students have full responsibility for organising a new visa as well as any costs involved with the new course.

### Transfer to new Qualification

If you make a decision to change from the qualification in which you are enrolled into a new course of study, you must follow the withdrawal process for your current enrolment and reapply for entry onto the new qualification in the following available intake as a new enrolment.

*Please note: If domestic students are applying for a student loan through StudyLink for the next course of study, the student will need to have successfully completed at least half of the EFTS of the current course of study to be eligible for StudyLink student allowance/loan.*

If the transfer is approved, you are liable for all fees as invoiced and no refunds will be granted. If you are accepted onto the new qualification you will be invoiced for the full tuition for the year.

StudyLink will be advised for Student Allowance purposes in the case of domestic students.

In the case of an International student, Immigration New Zealand will be notified of the student's situation. The students have full responsibility for organising a new visa as well as any costs involved with the new course of study.

## **Restart Transfer**

If you enroll in a qualification but fail a number of components during your course of study and wish to stop and 'restart' as part of a following intake, the number of credits and EFTS completed must first be considered.

If you fail no more than 30 credits, then you must stay with the programme and re-sit the components as agreed in an Individual Learning Plan (ILP).

The re-sit process must be followed in this case and you will be charged for the components you have failed.

If you fail more than 30 credits, then you must withdraw and reapply for entry in the following year. In this scenario, you are considered as a new enrolment and you are liable for all fees as invoiced and no refunds will be granted.

If you are accepted onto the new start you will be invoiced for the full tuition for the year

You may request Recognition of Prior Learning (RPL) for components already passed. If this is granted, then you do not need to retake these components and

tuition fees would be reduced by the component fees.

In the case of all domestic students, StudyLink will be advised for Student Allowance purposes. StudyLink policy dictates that students undertaking a course that is 32 weeks – 52 weeks in duration must have at least 0.8 EFTS to be eligible for a student loan. If students are part-time students (full year or part year) they are eligible for a loan for their fees but not for their course-related costs and living costs. The student's performance will be accessed by StudyLink.

In the case of International students, Immigration New Zealand will be notified of the student's situation. The students have full responsibility for organising a new visa as well as any costs involved with the new course of study. Immigration New Zealand defines a full time student studying at a Private Training Establishment (PTE) as being enrolled in the following:

- A course of study that requires attendance for a minimum of 20 hours per week
- At least three papers, or equivalent, per semester if the offered course is at level 7 or above on the New Zealand Qualifications Framework.

# **General Policies and Procedures**

## **School Equipment and Resources**

The school may provide equipment and resources on loan to students. You are able to access loan equipment including cameras, video cameras and related equipment. This system relies on your proper use and care of the resources/equipment you have borrowed and you returning them on time. To continue to have ongoing access to this equipment, you must honour the loan requirements.

- Any damaged returns may be invoiced to you at the commercial repair or replacement rate. If you fail to return equipment by the due date specified at the time of issue, you may initially be given a verbal warning and, if it happens a second time, you may lose the right to loan equipment.
- If you fail to return equipment by one week after the due date, you may be charged and invoiced at the full commercial replacement cost, plus an administration fee, and you may lose the right to borrow resources in the future.

If you have any outstanding resources or equipment fines at the conclusion of your course of study you may have your debt referred to a debt collection agency, and your academic results will be withheld.

## **Security**

Security measures are in place to lessen potential risk and ensure that the environment is safe for all students and staff. Student breaches of security, as detailed elsewhere in this handbook, may result in de-registration from the school.

Each class is issued an individual pin code to access all floors during school opening hours. You must not lose or share this pin code with anyone. Failure to comply with this rule is considered serious misconduct.

## **Student ID Cards**

You are issued with one ID card. This is issued to you within two weeks of your course of study commencing.

You must wear your ID card at all times to protect fellow students, student work and equipment. This allows the school to identify anyone who is not authorised to be on the premises.

If you do not display your ID card on the premises you will be required to either immediately rectify the situation or vacate the premises. If you lose your ID Card, you are required to obtain a replacement card for a fee.

## **Student Representatives**

Each class elects a student representative, generally within the first four weeks of your course of study.

The student representative must be willing and able to represent a class or student on process and/or policy matters or other areas of concern, and be able to attend and report on the student representative meetings chaired by the Campus Life Coordinator.

## **Terms of Reference for Student Representatives**

It is vital that the person is able to represent the class in an unbiased and constructive manner.

### **Representative's Personal Qualities**

- Strong communication skills.
- Excellent listener.
- Fair and unbiased.
- Honest.
- Responsible.
- Reliable.

### **Responsibilities**

- To constructively communicate ideas, concerns and suggestions to Media Design School.
- To pass on information and feedback to class.
- To represent all classmates equally (i.e. opinions must be that of the majority).
- To attend scheduled meetings with the Campus Life Coordinator and other student representatives.
- To contribute to the culture and professional standing of Media Design School.

## **Facilities and Access**

### **Student Lockers**

Lockers are subject to availability. You may rent a locker for the duration of your course of study. Please check at Reception for fee information.

## **Student Notice Boards/Hive (Intranet)**

There are student notice boards which are used for posting school information.

You have access to the Hive (Intranet) from any student computer within the school.

The Hive should be the first point of reference regarding information about the school.

## **School Hours and Access**

Level 16 Reception business hours are 8.00am to 5.00pm Monday to Friday only. The lift will not open on level 16 outside of these hours,

You are given two access codes. One access code allows you to move between levels (14-20) as well as the student common area on the ground floor; and the other allows you to enter the building through the front door afterhours (at night and during the weekends).

You do not have access to the student common area outside of business hours.

You are able to access levels 14-20 from 7.00am Monday to Friday, until 9.00pm from Monday to Thursday and 6.00pm on Friday.

On the weekends, access is available from 10.00am until 5.00pm. Access to student servers ends at the closing times (there are no exceptions). If you are still printing, saving, burning or rendering at the scheduled closing time, you will need to abandon the work (there are no exceptions).

## **Holiday Breaks**

The school is closed during all New Zealand observed public holidays.

## **Visitors**

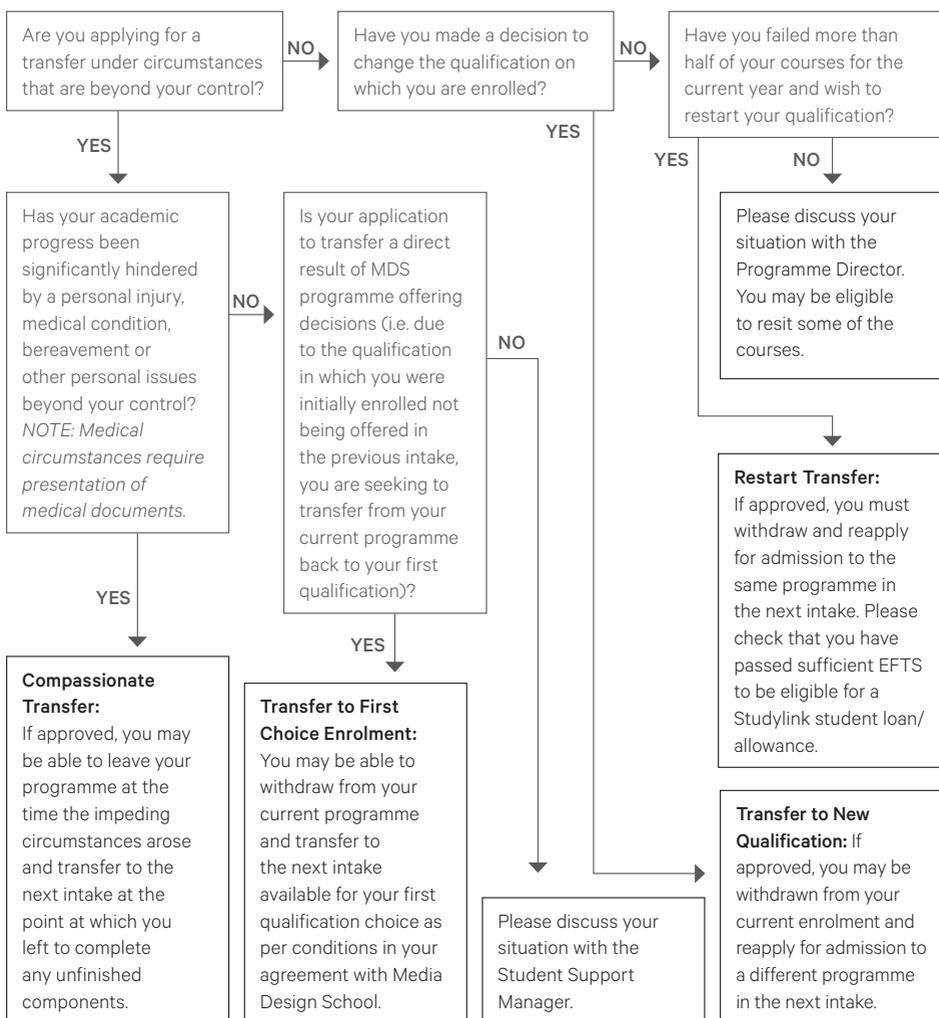
You are required to gain prior permission from your lecturer and Programme Director if you wish to bring a visitor into the school. No visitors are allowed during the weekend or after 5.00pm in the evenings or weekdays. You must accompany your visitors at all times. No visitors may enter classes that are in progress. Visitors may not use any school computers, resources or equipment.

## Letters of Reference

Lecturers are not required to provide written references for students. If you wish to use a faculty member as a verbal referee, permission must be sought from your Programme Director before you approach the lecturer.

# Guide to Selecting Transfer Type

Please read Media Design School's transfer policy prior to applying for a transfer



# Student Life

## Student Code of Conduct

We expect you to behave in a professional, responsible manner appropriate to a mature student at an institute of higher learning. Accordingly, at all times you must:

- Accept personal liability when travelling on field trips or engaging in activities outside of school premises.
- Attend the school in a coherent and sober state; neither alcohol nor drugs (other than for medical purposes) are permitted on the school premises.
- Avoid plagiarism and cheating. The work presented for formative or summative assessment must be solely your own.
- Be courteous and considerate to all members of the school community. Ensure members of the school are not harassed directly or indirectly on grounds of their gender, race, sexual orientation, or religion, or by the use of threatening, offensive or abusive language.
- Be punctual to all scheduled classes and scheduled project meetings.
- Familiarise yourself and comply with building evacuation procedures. In the event of an evacuation, whether real or practice, follow the instructions of wardens and your lecturers.
- Keep the premises as tidy as possible at all times. You may not litter, leave personal belongings around the school or misuse any equipment provided.
- Maintain professional standards of dress, personal hygiene and behaviour at all times.
- Meet copyright laws at all times.
- Must not consume food in any of the classrooms, lecture theatres and labs. Bottles of water are allowed, but you must either dispose of these or take them home at the end of the day.
- Not allow visitors to accompany you into the school, unless prior approval has been granted. Visitors are only allowed between 9.00am – 5.00pm, Monday to Friday.
- Not smoke, loiter or play games in the foyer of Media Design Centre at 92 Albert St. This includes all public areas of the foyer, the front entranceway and the steps in front.
- Obey the laws of New Zealand.
- Observe all health and safety regulations of New Zealand and the school.
- Only prepare and eat food in designated student kitchens and lounges areas. You must use all facilities in the kitchen in a responsible manner – this means dirty dishes must be rinsed and stacked in the dishwasher, all surfaces must be wiped down and rubbish must be thrown in bins. Milk is provided for tea and coffee only, and not for drinking. If milk is removed, this will be considered theft.
- Protect all school property at all times and replace or pay for a replacement item, if lost or damaged.
- Protect members of the school community and report potential or actual hazards, breakages or loss to a member of staff.
- Provide the school with up-to-date contact information.
- Respond to all formal communications from the school.
- Return all equipment borrowed from the school, staff or fellow students on time and in the same condition as borrowed.
- Do not lose or share your access codes with anyone. Failure to comply with this rule is considered serious misconduct.
- Stay away from the school while sick.
- Submit your work on or before the deadline.
- Use appropriate channels of communication with students, staff and the school.
- Wear a Media Design School ID tag at all times when in the building.
- Work effectively as a class using appropriate channels of communication and respect.

*Please note:*

*Security cameras are positioned in all key areas of the school throughout all levels. These cameras will be used to keep the school environment safe. Footage captured may be used as evidence in the case of misconduct, theft or proof of unauthorised visitors.*

*The school library is a reference-only library and no books may be removed. All books are security tagged and will set off alarms if taken beyond the library area. A photocopier is provided in the library for students to scan/copy necessary pages within New Zealand copyright laws.*

*Infractions against this code or any failure to follow lawful, reasonable instructions by members of staff may result in you being de-registered from Media Design School.*

## Harassment Policy

Media Design School is committed to providing a work and study environment that is free from any form of harassment, including sexual harassment. The school finds any form of harassment unacceptable and recognises the adverse effect such behaviour has on people.

All staff and students have a right to be treated with equal regard, dignity, concern and decency. Any action or inaction, communication or behaviour that could be interpreted as harassment will not be tolerated. Harassment of any kind that denies the worth, integrity and dignity of human beings, and fails to respect human rights, may constitute unlawful discrimination.

Harassment of any kind, if proven, constitutes unacceptable behaviour. The school may enforce disciplinary action if a student or staff member is found to have harassed another student or staff member.

The school will provide impartial processes for dealing with harassment and will assist in the resolution of complaints. These processes are available to everyone in the school environment including students, staff, contractors or clients of the school.

## Disciplinary Procedures

Students must abide by all school policies, processes and rules as summarised in this Handbook and detailed on the Hive.

The following procedure will be used if you are in breach of school policies, processes and rules:

- You will, in the first instance, be spoken to by your lecturer or Programme Director.
- If you continue to be in breach of school policies, processes and rules you will be required to meet with the Chief Academic Officer.
- You will receive a maximum of two written warnings before appropriate action is taken. This action will vary according to the severity of the behaviour and whether it places other people or property in danger.

## Immediate Student De-Registration

The school reserves the right to deregister a student in the case of ongoing unacceptable behaviour. In the case of serious student misconduct, two written warnings may not be given. Immediate student de-registration

would be considered in (but is not limited to) the following circumstances:

- The student is abusive, threatening, or generally considered to be a safety risk to a member of the school staff, another student, a visitor or to themselves.
- The student presents work that is not his or her own for assessment (as per the Academic Integrity Policy).
- The student downloads pornographic or offensive material and/or reproduces and distributes such material.
- The student harasses another person in the school on the grounds of race, gender, religion or sexuality.
- The student continuously refuses to abide by the Student Code of Conduct.

If you are de-registered from the school, you are not eligible for any refund of any fees. If you have outstanding fees owing to the school, you will be required to meet payment obligations as per your full invoice.

## Student Guidance and Support

Guidance and support at Media Design School is available through different channels to ensure your learning needs are met and barriers to your progress are minimised. The first point of contact for guidance and support is your lecturer. You also have access to your Programme Director, Student Support Manager, and you can request to meet with the Chief Academic Officer.

## Mentoring Sessions for New Students

Mentoring sessions are conducted by the Student Support Team with all new students during the first two months of your studies. The purpose of these sessions are to assist and support you in the process of transitioning to tertiary study in Auckland. You will receive an email from the Student Support Team during your second week at Media Design School inviting you to arrange an appointment. These sessions will only be scheduled during non class hours.

Mentoring sessions may cover:

- Accommodation issues/concerns
- Access to welfare facilities like health and mental health providers
- Adjustment to New Zealand's culture and climate
- Strategies to help cope with the adjustment to tertiary study.

## **Counselling Services**

Counselling services are designed to provide individual/group counselling for academic, career, personal, and relationship issues.

Counselling can help students deal with a variety of issues:

- Absences that have become more frequent, prolonged or unexplained and are starting to affect academic performance.
- Homesickness and family issues, relationship conflicts.
- Loss of motivation or low self-esteem.
- Time management, study habits, goal setting.

Counselling sessions are also scheduled for students with habitual absences and other behavioural concerns that consistently interfere with student learning and classroom management. The type of counselling that is available at Media Design School is considered to be brief intervention, not long term therapy. If you require more than the standard five sessions offered by the school, the counsellor may refer you to another community counselling service off-campus.

## **International Student Support**

Media Design School provides general support and assistance to students arriving in Auckland with information on accommodation, transport, setting up a bank account and medical resources as required.

## **Student Events**

Media Design School arranges a number of events throughout the course of the year, both on and off campus, where you can show off your work to influential members of the creative community and to the general public. The school also holds events such as film screenings, and a whole range of other activities for you to get involved with so that you can meet students and faculty from across the school.

## **Clubs**

Student clubs are designed to provide social connections and support or to build and develop new skills. Current clubs include;

- ES (Entrepreneurship Society)
- MDS Games Club
- Portrait Drawing Club
- QV (Queer Visibility)
- Dance Club

For more information on clubs or to discuss starting your own contact the Campus Life Coordinator on Level 16.

## **Support of Disabled and Students with Special Needs**

Applicants meeting the entry criteria but who have special needs or are disabled will be considered on a case-by-case basis against the level, the type and the practicality of the required support, and on whether your particular disability holds any potential risk to or adverse effects on other students or staff.

The school is able to offer a limited level of practical equipment support and will work with relevant external agencies to put in place selected support that would enable the student to effectively learn and achieve.

When accepting a place on a course of study, you are stating that you are able, with the support identified at registration, to cope with the learning environment and that you agree to abide at all times by the Student Code of Conduct as required by all students.

In cases where the disability requires constant, high-level or specialised support and/or consideration, or there are behavioural issues, the school reserves the right to decline an applicant. If you are accepted but your behaviour proves to be very disruptive in class, presents a physical risk, requires lecturer time and/or consideration well outside the norm, the school reserves the right to suspend or deregister you.

## **Complaints and Grievances**

Media Design School faculty and staff endeavour to create and foster a positive communication process that benefits both the school and the student's learning experience. The school expects both staff and students to raise concerns early to allow early intervention and preventative measures to be put into effect.

You are encouraged to have an open and free dialogue with all members of staff.

Student feedback, including complaints and grievances, is an important part of Media Design School's commitment to continuous improvement.

Response to student feedback, will be made after full consideration of the issues raised, and taking into account all policies, procedures and compliance requirements.

## **Individual Complaint**

### **Student complaints regarding fellow students**

If you are having a problem concerning a fellow student, you must first talk with that student to see if you can resolve the issue. If unsuccessful, you may enlist the help of your lecturer to help resolve the concern. If the situation is not resolved at that level, your Programme Director is then involved. When necessary the complaint/issue may then be taken to the Chief Academic Officer.

### **Lecturer or Academic Issue**

If the concern is regarding a lecturer or academic issue, you must first speak with your lecturer to see if the concern can be resolved. If the issue is not resolved to your satisfaction or you are not comfortable, you may then submit your complaint in writing (with full details) to the Programme Director, who will discuss the matter with the Chief Academic Officer. The Chief Academic Officer will then investigate the concern and take appropriate action (if any). The school will not accept any complaint unless it is made in writing and provides full details.

## **Class Complaint**

If a class has a complaint, class members should discuss this with your student representative.

Depending on the urgency and complexity of the complaint and whether it is an academic or operational matter, the student representative may lodge this in writing (with full details – see below) to the Student Support Manager in the first instance. Students Services will liaise with the appropriate parties to resolve the complaint, if possible.

## **Complaints Procedure**

The complaints procedure provides a clear process for students to lodge a complaint. This procedure is a formal complaint process and is not required to be followed if you wish to discuss an issue of concern informally.

### **Guidelines for Student Complaints/ Concerns Letter**

You will compile a complaints/concerns letter by:

- Dating the letter
- Identifying the qualification and intake
- Describing complaints/concerns

- Listing possible solutions to each complaint/concern, by:
  - Stating the desired outcome(s)
  - Ensuring that the desired outcome(s) are reasonable and within the mandate of the school and/or department
  - Attempting to discover the key issues associated with the complaint – avoid petty concerns that can be addressed informally
  - Making it brief and to the point
  - Only address evidence-based complaints – with hard facts
  - Avoiding personalised issues that cannot be addressed
  - Avoiding writing aggressive, sarcastic, or threatening letters
  - Keeping a copy for your records
  - Ensuring all issues addressed fall inside the scope of this policy.

### **Response to Official Written Complaint**

The Chief Academic Officer will provide an official written response to the student(s) who have submitted the complaint. This response will be issued once all aspects have been fully investigated, and a decision on the appropriate response has been determined. The Chief Academic Officer may refer the complaint to the Senior Leadership Team for discussion before responding. External advice may also be sought.

If unresolved, the complaint may be put in writing to the CEO. The written complaint will be considered, and if deemed appropriate, be submitted to the Management Team for deliberation before a final decision is made. External advice may be sought. The CEO will make the final decision regarding any complaint received in writing from an individual student, or a group of students or a class, and will respond to the complaint in written form.

### **Unresolved Complaint**

If you or your class have followed the above procedures and still feel dissatisfied with the school's final decision, you may elect to take advice from an independent advisor or choose to contact the office of NZQA on (04) 802 3000 or 0800 697 296. If any issues remain unresolved the student may wish to then follow the complaints procedure. [www.nzqa.govt.nz/about-us/make-a-complaint/](http://www.nzqa.govt.nz/about-us/make-a-complaint/)

International Students may also refer to iStudent Complaints by visiting [istudent.org.nz](http://istudent.org.nz) or calling 0800 00 66 75

## False Allegations

If you are found to have submitted an unjustifiable or false complaint, disciplinary action may be taken.

## Information for International Students

Media Design School encourages study by students from other countries. For international students who have English as a second language, it is important that additional time is invested to ensure full understanding of your studies. International students must have proof of a current visa to study in New Zealand.

### Student Contract Dispute Resolution Services (DRS)

DRS is an independent body established to deal with complaints from International Students about pastoral care aspects of advice and services received from an educational provider or their agent. The following outlines the obligation of the tertiary provider to their international students:

For further information refer to [istudent.org.nz](http://istudent.org.nz) or call 0800 00 66 75

### Education (Pastoral Care of International Students) Code of Practice

Media Design School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice.

The Registrar and Student Support Manager are available to assist with the needs of international students. Please email: [registrars@mediadesignschool.com](mailto:registrars@mediadesignschool.com) if you wish to make an appointment.

### What is the Code?

New Zealand education providers have an important role in ensuring the wellbeing of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for. New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at [www.education.govt.nz](http://www.education.govt.nz) The New Zealand Qualifications Authority (NZQA) is the

administrator of the Code on behalf of the New Zealand government.

### Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements. A list of education providers that have signed up to the Code is available on the NZQA website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

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

You are encouraged to read the Code, which is available on the NZQA website in several languages. If you have further questions about the Code you can email [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)

### What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

## What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure. Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director. If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts)

### Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider. For information about how to make a complaint see the NZQA website:

[www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

### Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free. You can contact iStudent Complaints in a few ways:

Website: [www.istudent.org.nz](http://www.istudent.org.nz)

Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

International phone number: +64 4 918 4975

Freephone (within New Zealand) 0800 00 66 75

Fax 64 4 918 4901

On social media

Facebook: [www.facebook.com/istudent.complaints](https://www.facebook.com/istudent.complaints)

WeChat: search for 'NZ iStudent Complaints' (Chinese language only)

Post: iStudent Complaints P.O. Box 2272 Wellington 6014 New Zealand

## Medical and Travel Insurance

All international students must have current medical and travel insurance for the duration of your planned period of study in New Zealand. This can be arranged by the school prior to commencement of your course of study. You can choose to have your own insurance as long as it meets the minimum standards of the Code of Practice Guidelines.

The travel insurance policy should cover the following aspects:

- Loss of baggage and personal effects
- Personal liability
- Accident and injury, repatriation, search and rescue
- Disruption of travel plans into and out of New Zealand
- Cost of Health cover while in New Zealand and in any "stopover" countries.

All international students who have not purchased insurance through the school are required to present proof of insurance on arrival at the school and will need to complete a Waiver Declaration and Check List Form. If you have any queries regarding insurance, please contact the Registrar.

## Working in New Zealand after Graduation

The New Zealand Immigration department requires specific visas for specific activities i.e. work, student, visitor, or residency. Full details of visa requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service.

This can be viewed on their website at:

[www.immigration.govt.nz](http://www.immigration.govt.nz)

## New Zealand Driving Laws

Up-to-date information can be found at the Land Transport New Zealand website: [www.ltsa.govt.nz](http://www.ltsa.govt.nz)



# Graduation and Beyond

During your last day of study at Media Design School you are required to:

- Complete a departing student checklist
- Return all equipment and resources
- Provide your permanent address and contact details in order to receive information on academic records, graduation and industry events
- Settle any outstanding invoices (this can be done at Reception)
- Complete a post study survey.

## **What happens to my work when I have completed my qualification?**

Upon completion of your course of study the IT department will delete all class folder and home folder data from server storage.

- All drop zone data (student final work) will be moved off the storage volume and onto the archive volume.
- Faculty together with the Marketing Department will determine the most appropriate work(s) to keep for marketing purposes. The Marketing department will copy that data onto DVD or external hard drive before the archives are deleted (immediately after Graduation).
- Lecturers will select the files for external moderation before the archive period concludes.
- Lecturers will create a reel of student final work for the next scheduled Graduation.

## **Graduation**

Graduation ceremonies are held twice each calendar year – typically late May/early June and late September.

On successful completion of your course of study you will be notified of the date of your Graduation ceremony.

As there is a delay between course completion and your Graduation ceremony and if you meet all requirements for Graduation, you will be provided with an academic record stating that you have passed your qualification.

If you cannot, or choose not to, attend Graduation, you may have your certificate sent to you and graduate in absentia.

You cannot attend the Graduation ceremony or receive your academic record if you have unpaid invoices or outstanding equipment/resources.

## **Alumni**

Media Design School encourages our alumni to share their successes by keeping the school informed of their career progression and graduate outcomes.

Graduates and employers may also be asked to participate in surveys conducted by Media Design School to document graduate outcomes – employment and further education – for government reporting purposes.

# Health and Safety

It is important that you assess any risk in the working environment and that you remain safe at all times.

You must ensure that you are aware of the health and safety risks in your working environment, whether this be in the classroom or offsite (for example, shooting a film, meeting with clients, visiting industry or for any other reason that pertains to your course of study).

If you travel in another student's vehicle, you do so at your own risk.

## Accident Reporting

Accidents must be reported either by informing a staff member or by notifying Reception. An investigation will take place and actions will be noted.

If an accident results in a serious injury the school will call an ambulance or will transport you to an emergency clinic; if the injury is minor, you are advised to see your doctor as soon as possible.

## Hazard Identification

Hazard assessment is completed regularly by Media Design School staff. Please let Reception know if you have identified a potential hazard or risk.

## Emergency Procedures

Fire and evacuation instructions are given to you as part of your Orientation.

Fire and evacuation procedures are also clearly posted on the Hive (Intranet) and beside the stairwells on each floor of the building.

## Evacuation Process

- In the case of a fire alarm, exit quickly, leaving behind bags, books and other large items.
- Take only valuable personal belongings i.e. your wallet and car keys, if they are within easy reach.
- Please use the stairwell closest to you.

- You must not run down stairs or push the people in front of you.
- Doors must remain unlocked. DO NOT download documents, back up work or wait for a print job!
- Assigned fire wardens will be wearing yellow vests or red caps – it is New Zealand law to follow their instructions.
- Proceed to assembly areas on the Durham Lane or Victoria Street West footpaths. Do not gather in the carpark and do not block the driveway or road.

## Technical Faults/ Maintenance Reporting

The school relies on the constant maintenance of all equipment in order to avoid experiencing major computer faults. To assist in this process, the school asks all students to lodge any faults, technical problems or service requests via the Help Desk Portal, within the IT Services part of the Hive (Intranet). This form is sent to the school's IT department.

There will inevitably be times when technical problems may impact on your work and production. The school has processes in place in order to ensure the risk of such impact is kept to a minimum.

You must ensure that you save and back up your work to personal external hard-drives or cloud based storage. Please do not assume that work saved onto local computers is secure, as the school will not take responsibility for any lost or deleted work. You must keep within the set limits of server space as advised by the school's technicians.

## Food and Drink

With the exception of bottled water – No food or drink may be taken into any classroom. Food and drink may be consumed in the designated student lounge and student kitchens on levels 17 and 19 only. If you don't abide by this rule, you may face disciplinary action.

# Fees

Tuition Fees are published on the school's website. The New Zealand Government funds domestic students through Student Component (SAC) funding.

New Zealand Government funding does not apply to international students and international student fees are published separately.

Fees listed are for each academic year of study. Fees are in New Zealand dollars.

## Student Fee Protection

New Zealand law requires that all private training establishments (PTEs) registered with the New Zealand Qualifications Authority (NZQA) offer protection for student fees paid and other course-related costs.

Media Design School has selected the Public Trust to act as independent trustee. As soon as your fees are deposited with the Public Trust, they are protected. As you progress through your course of study, the fees are gradually paid to the school.

In the unlikely event that the school is unable to complete the course (due to closure, insolvency, or course cancellation), the Public Trust will refund any fees owed to you, or will pay them back to StudyLink (Domestic Students).

For more information about Fee Protect from Public Trust, visit [www.publictrust.co.nz](http://www.publictrust.co.nz) or phone Public Trust on 0800 494 733.

## Student Government Funding – Domestic Students

Currently, the Tertiary Education Commission funds a set number of domestic students on all qualifications offered at Media Design School (Student Component (SAC) funding). The rate of SAC funding varies from course to course, and year to year.

For the purposes of SAC funding, a domestic student is one of the following:

- A New Zealand citizen, which includes Cook Island, Niue and Tokelau citizens
- A New Zealand permanent resident, currently living in New Zealand
- An Australian citizen who is currently living in New Zealand
- An Australian permanent resident who has a returning resident's visa who is currently living in New Zealand

- Certain exchange students and dependents of diplomats.

## Payment of Fees

In registering on a course of study at Media Design School, you accept full responsibility for payment of your fees by the due date, as per your invoice.

Once the first eight calendar days (Domestic Students)/ten working days (International Students) of your course of study have been completed, you are no longer entitled to a refund.

If you are suspended or deregistered from your studies as a result of not abiding by the Student Code of Conduct (including non compliance with all school policies or not meeting financial obligations) you are not entitled to a refund.

## Late or Non-payment of Invoices – Procedures and Penalties for Domestic Students

Fee payments are your responsibility.

You are required to pay your account by the due date. The following outlines the time frame and procedure for non-payment of invoices after the start date of the qualification for domestic students.

**Day 8:** All fees must be paid in full by this day; if any fees are still outstanding you must provide evidence that a student loan has been applied for, and you are now obligated to pay all fees in full as per the Withdrawal and Refund Policy. If there is no evidence that a loan has been applied, you will incur a penalty fee of NZD\$250, payable within seven days.

**Day 15:** If there is still no evidence of a student loan application, and a verification of study has not yet been received by the school, or fees received, you will be restricted from all classes until this process is completed.

**Day 22:** If your fees are still outstanding on the 22nd day of your course of study (with no exceptional circumstances) you will be deregistered from your course of study and the appropriate authorities notified. No refund will be available.

*Please note: It is your responsibility to make up the time and learning for any lessons missed due to being suspended for unpaid fees.*

## Outstanding Debts

Any outstanding fees and debts payable to Media Design School are placed in the hands of the school's debt collection agency. This includes any costs incurred through damaged or lost resources or equipment loans. Administration and recovery costs are added to the original debt.

## Withdrawal and Refund Policy

You are required to follow the procedure for withdrawal. The School has specific rules regarding when a refund will be granted and the amount that will be paid.

If you withdraw prior to the start of your course of study you will be entitled to a full refund.

You are entitled to a refund if you withdraw from your course of study up to the end of the eighth calendar day (Domestic Students)/tenth working day (International Students) after the commencement of an intake of a qualification.

If you intend to seek a refund, you are required to make a written application to the Student Support Manager before this can be considered. You must detail your reasons and you may use the Student Support Form available from the Student Support Manager.

- Domestic students who withdraw from a course of study up to the end of the eighth day after the commencement of an intake of a programme will be refunded the payment(s) made minus the Administration Fee (NZD\$500 or 10% of the amount paid, whichever is the lesser).
- International students who withdraw from a course of study up to the end of the tenth day after the commencement of an intake of a programme will be refunded between 75% and 90% of their tuition fees, where Media Design School has the right to retain fees that are reasonable to cover the expenses already incurred when the student withdraws within this period (Education Amendment Act 2010 (No 3)).
- International students withdrawing within the first ten days of their course of study can be charged up to 25% of their Tuition fees to cover costs incurred for the following: registration fees, export education levy, recruitment, marketing, agents' commission and overhead costs as well as student workbooks, equipment or textbooks they have been supplied with during this period.

You will not be refunded for any student workbooks, equipment or textbooks you have been supplied with during this period.

You must pay all outstanding payments and have returned all resources belonging to the school before any withdrawal approval will be given.

If you withdraw after the eighth calendar day (Domestic Students)/tenth working day (International Students) from the commencement of a programme, you are not eligible for any refund. If you withdraw after the eighth calendar day (Domestic Students)/tenth working day (International Students) from the commencement of a programme, you are still liable to pay the full invoiced amount for your fees plus any additional expenses incurred while at the School.

Domestic Students who are paying through a StudyLink Student Loan are subject to full payment of all course fees as per their invoice.

In the event of a course of study being cancelled by the School prior to commencement, you will be granted a full refund of fees paid or given the option to transfer the funds paid to the next available intake. Any additional costs that you may have incurred (direct or indirect) will not be refunded. The School reserves the right to offer to charge the current intake fees to the students willing to transfer to the next available intake.

In the unlikely event of any regulatory closure of the school, Media Design School through the Public Trust will ensure that any refund due to you will be made in accordance with the Act and the current NZQA student fee protection rules.

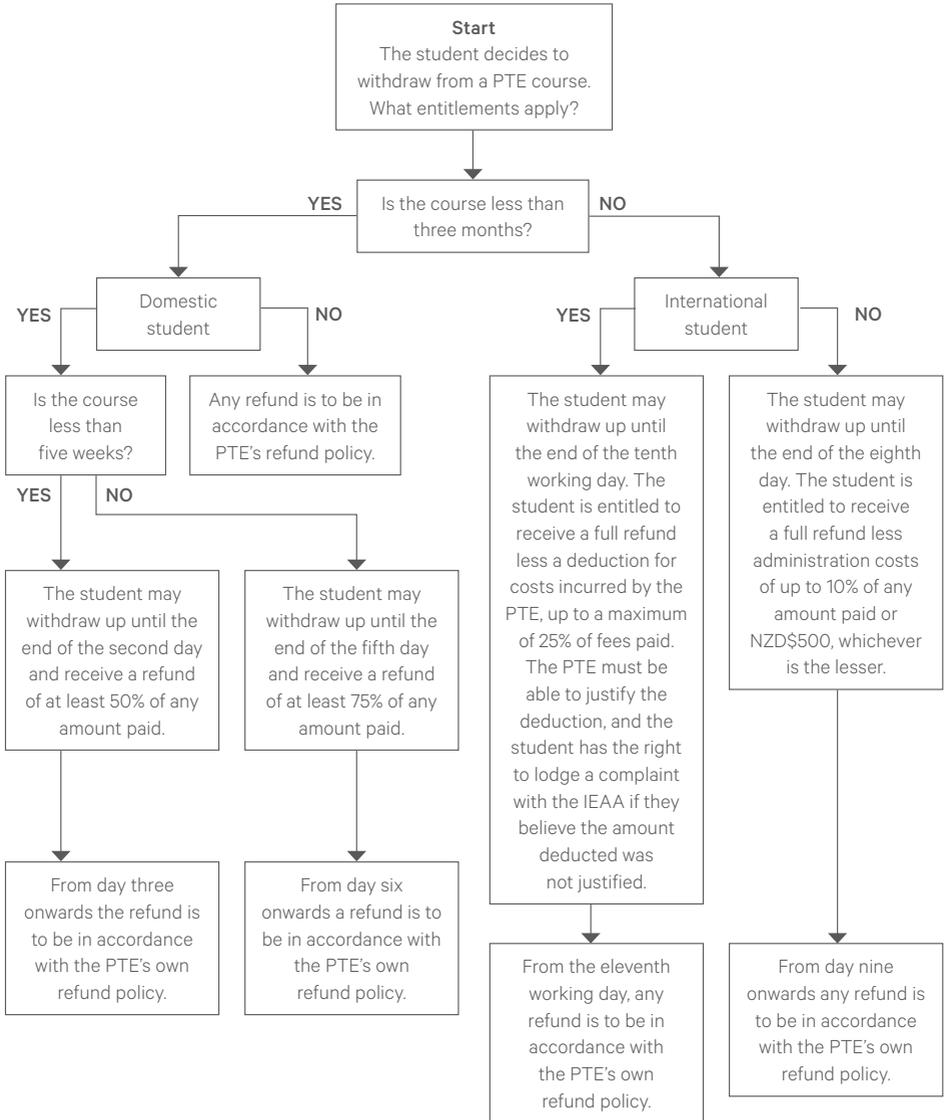
In the unlikely event of a course of study being cancelled after commencement, a proportional refund of fees will be made from the point of cancellation.

Conditionally enrolled students who paid their fees but do not meet the full enrolment requirements of the conditional offer (e.g. IELTS, UE) will be refunded the full amount paid. Supporting documents (IELTS, NCEA results) must be provided by the student.

International students whose visa is declined will be refunded the full amount paid. The original Immigration letter declining the visa application must be provided.

If an International Student attains Permanent Residence during their course of study, fees will not be adjusted and no refunds are applicable.

# Student Fee Refund Flow Chart



# External Student Support Services

## **Emergency Service Number**

### **(Police/Fire/Ambulance)**

For emergency calls dial: 111

For non-emergencies contact your local police station or community constable listed under 'Police' in the Blue Pages government services section of your telephone book.

## **Doctors**

For your nearest doctor look in your White Pages telephone directory under the 'Registered Medical Practitioners' section, Alternatively see:

### **CityMed**

Ground Level, Quay West Building, 8 Albert St, Auckland City, 1010. Phone: (09) 377 552

### **Eating Disorders Association of NZ**

Phone: 09 522 2679

## **Other Services**

### **Accident Compensation Corporation (ACC)**

Website: [www.acc.govt.nz](http://www.acc.govt.nz)

### **Alcoholics Anonymous**

Phone: (09) 366 6688 or

0800 229 6757 – 0800 AA WORKS

### **Alcohol and Drug Helpline**

Phone: 0800 787 797

### **Are You OK (family violence helpline)**

Phone: 0800 456 450

### **Anxiety New Zealand Trust**

Phone: 0800 269 438 or 09 846 9776

### **Asian Health Support Service**

Phone: (09) 486 8314

### **Auckland City Mission Emergency Accommodation**

Phone: (09) 379 2395

### **Auckland Regional Migrant Services Charitable Trust Resource Centre**

Phone: (09) 625 2440

### **Child, Youth and Family Services 24Hr**

Phone: 0508 326 459

Phone: (09) 912 3820 (outside New Zealand)

### **Chinese Lifeline**

Phone: 0800 888 880

### **Chinese New Settlers Services Trust**

Phone: (09) 570 1188

### **Citizens Advice Bureau**

Phone: 0800 367 222

Website: [www.cab.org.nz](http://www.cab.org.nz)

### **Counselling Services Centre 24 Hour Crisis Line**

Phone: (09) 277 9324

### **Depression Helpline**

Phone: 0800 111 757

### **Driver Licensing**

Phone: 0800 822 422

### **Ethnic Affairs Language Line**

Phone: (09) 362 7981

Website: [www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

### **Family Planning Association New Zealand**

Phone: (09) 524 3341

### **Gambling Crisis Hotline**

Phone: 0800 654 655

### **Outline New Zealand – LGBLTIQ+ support service**

Phone: 0800 688 5463

### **Housing New Zealand Central Office**

Phone: 0800 801 601

### **Human Rights Commission**

Phone: 09 309 0874

Info Line: 0800 496 877

Website: [www.hrc.co.nz](http://www.hrc.co.nz)

### **International Student Services**

Phone: (09) 309 3478

### **Lifeline 24 Hour Counselling**

Phone: (09) 522 2999

### **Mental Health Commission**

Website: [www.mhc.govt.nz](http://www.mhc.govt.nz)

**Mental Health Foundation of New Zealand**

Website: [www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)

**Ministry of Education Code Operations Unit**

Phone: (09) 374 5481

**Migrant Helpline New Zealand Immigration Service**

Phone: (09) 914 4100

**Ministry of Housing Tenancy Services and Information**

Phone: 0800 836 262

Website: [www.minhousing.govt.nz](http://www.minhousing.govt.nz)

**Motor Vehicle Registration**

Phone: 0800 108 809

**Narcotics Anonymous**

Phone: 0800 NA TODAY or (09) 303 1449

**National Drug and Alcohol Helpline**

Phone: 0800 787 797

**NZ Family and Foster Care Federation (Inc.)**

Phone: (03) 216 5269

**New Zealand Immigration Service**

Phone: (09) 914 4100

Website: [www.immigration.govt.nz](http://www.immigration.govt.nz)

**New Zealand Police Youth Education Service**

Website: [www.police.govt.nz/yes](http://www.police.govt.nz/yes)

**Novice Driver Practice Programme**

Phone: 0800 772 284

**Odyssey House Drug Rehabilitation Centre**

Phone: (09) 828 6271

**Pregnancy Counselling Services**

Phone: (09) 307 6745

**Quitline**

For advice and support to stop smoking

Phone: 0800 778 778

**Rape Crisis Centre**

Phone: (09) 366 7213

**Relationship Services**

Phone: 0800 RELATE (0800 735 283)

**Sexual Abuse Helpline 24 Hours**

Phone: (09) 623 1700

**Sexual Health Service**

Phone: (09) 307 2885

**Study Auckland**

Website: [www.aucklandnz.com/studyauckland](http://www.aucklandnz.com/studyauckland)

**Well Women's Nursing Service**

Phone: (09) 537 8289

**StudyLink**

Phone: 0800 889 900

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

**Suicide Crisis Helpline**

Phone: 0508 828 865 (0508 TAUTOKO)

**Tourism****Auckland Visitor Information Centre**

Phone: (09) 979 2333

Website: [www.aucklandnz.com](http://www.aucklandnz.com)

**Transport Services****AA Breakdown Service**

Cellphone: \*222

Phone: 0800 500 222

**Vehicle Servicing**

Phone: 0800 500 333

**Welfare services****Work and Income NZ**

Phone: 0800 559 009

Website: [www.winz.govt.nz](http://www.winz.govt.nz)

**Information on Tenants and****Landlord Rights****Department of Building and Housing**

Phone: 0800 836 262

Website: [www.dbh.govt.nz/tenants-index](http://www.dbh.govt.nz/tenants-index)

**Information on Bonds**

Phone: 0800 737 666

**Public Fiscal Agencies****Inland Revenue**

INFOexpress phone: 0800 257 777

**Student Loan Enquiries**

Phone: 0800 377 778

## **Public Hospitals**

For your nearest hospital look in your White Pages telephone directory, alternatively see:

### **Auckland Hospital**

Park Road, Grafton

All enquiries: (09) 367 0000

Patient enquiries: (09) 375 4300

### **Middlemore Hospital**

Hospital Road, Otahuhu

General Enquiries: (09) 276 0000

Patient Enquiries: (09) 276 5004

Information/Visiting Hours: (09) 270 4799

### **Greenlane Hospital**

Phone: (09) 638 9909

### **National Women's Hospital**

Phone: (09) 638 9919

### **Or call Healthline**

Phone: 0800 611 116

### **Community Mental Health Centre**

Manaaki House Central Auckland

0800 570 651

### **St Lukes Centre**

0800 845 094

### **Taylor Centre**

0800 376 105

## **Public Transport**

### **AT Public Transport**

Phone: (09) 366 6400

Website: [www.maxx.co.nz](http://www.maxx.co.nz)

## **Urgent Pharmacies**

1968 Great North Road, Avondale

Phone: (09) 828 7269

60 Broadway, Newmarket

Phone: (09) 520 6634

Cnr Albert Street and Mills Lane, Auckland City

Phone: (09) 377 5525

## **Further Information**

### **E-directory Links and information on New Zealand businesses**

Website: [www.ubd.co.nz](http://www.ubd.co.nz)

### **Yellow Pages Online Directory**

Website: [www.yellowpages.co.nz](http://www.yellowpages.co.nz)

**The Telecom White Pages** Can help locate businesses or individuals if you know the name of who/what you are looking for Website: [www.whitepages.co.nz](http://www.whitepages.co.nz)





 +64 9 303 0402

 [info@mediadesignschool.com](mailto:info@mediadesignschool.com)

 92 Albert St  
Auckland  
New Zealand

 [twitter.com/mdsNZ](https://twitter.com/mdsNZ)

 [facebook.com/mediadesignschool](https://facebook.com/mediadesignschool)

 [youtube.com/user/MediaDesignSchool](https://youtube.com/user/MediaDesignSchool)

 [instagram.com/mediadesignschool](https://instagram.com/mediadesignschool)