

POLICY

INFORMATION FOR STUDENTS

(05.001)

Order of Precedence:

1. *Kaupapa Here Mana Tāpae ā-Motu / National Delegations Policy*
2. *Education A Rēhita Mana Tāpae / Standing Delegations Register*
3. *Te Kawa Maiorooro / Education Regulatory Framework*
4. *Divisional Policies*

POLICY

Te Pūkenga | New Zealand Institute of Skills and Technology trading as North Tec (hereafter NorthTec) shall ensure that students and prospective students are provided with adequate, accurate and timely information pertaining to their programme prior to, and during their study.

PURPOSE

To ensure that students and prospective students are able to make informed decisions about their education pathway.

APPLICATION AND SCOPE

This policy applies to all NorthTec information given in publications and media.

DEFINITIONS

- *Delivery mode*
The way a course is delivered. This can include face-to-face, distance, and on-line delivery or a combination of these, and full-time and part-time options.

COMPLIANCE OBLIGATIONS

- *Education and Training Act 2020*
- *Fair Trading Act 1986*
- *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*

Responsibility	Manager responsible for academic quality
Approval dates	May 2024
Next Review	December 2027

OTHER RELATED DOCUMENTS

Procedures and guidelines appended to this policy
Information for Students Matrix (Appendix 2)
Prospectus
Academic Calendar
Advertising material
Student information Guides
Programme Handbooks
Programme Regulations
NorthTec Website

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PROCEDURES AND GUIDELINES

1.0 Pathway Managers, through their directorate structure, are responsible for ensuring that all applicable information is made available to students prior to and during the student's enrolment. Such information may include, but is not limited to:

- Programme information (curriculum, hours of study)
- Full details of fees and course-related costs
- Delivery mode
- Entry and selection processes
- Police check requirements
- Drug testing requirements
- Credit recognition opportunities
- Student Support Services
- Further education pathways and employment options
- Withdrawal from study and fee refunds

2.0 Pathway Managers, through their directorate structure, are responsible for the accuracy and currency of the information published both in hard copy, on the website, and other media. This information may include but is not limited to:

Prior to enrolment

- NorthTec Prospectus
- NorthTec's Academic Calendar
- Programme brochures and other advertising material
- NorthTec's website
- Programme information and study guidance given to students
- All social media formats

After Enrolment

- Programme information and study guidance given to students (course outlines, work schemes, assessments)
- Programme Information Handbooks and Programme Regulations
- Student A – Z Guide

3.0 Pathway Managers, through their directorate structure, are responsible for ensuring students and prospective students are informed of any changes to published information.

4.0 A summary of information sources is appended to these procedures and guidelines, and is maintained by the department responsible for academic quality matters.

KEYWORDS

Advertising
Brochure
Information
Media
Prospectus
Website

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REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	New	QMS Team	August 2009
2	Review – management structure changes	QMS Team	July 2010
3	Review – addition of information matrix	QMS Team	August 2015
4	Review – update P & G	QMS Team	December 2017
4.1	Add 'Ltd' to Northland Polytechnic	QMS Team	May 2020
4.2	Triennial review – Update P&G to reflect current practice	QMS Team	October 2020
4.3	Update title – <i>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</i>	QMS Team	April 2022
5	Minor changes to wording. Update responsibility and institutional titles	QMS Team	May 2024
6	Minor wording changes – 'the Polytechnic' to NorthTec	QMS Team	November 2024

INFORMATION FOR STUDENTS - MATRIX

<div> <div>←</div> <div>Pre-enrolment Information</div> <div>→</div> </div> <div> <div>←</div> <div>Post-enrolment Information</div> <div>→</div> </div>												
Source of information → Details ↓	Prospectus and Published on line	Academic Calendar Published on-line (inc Academic Statutes)	Advertising material (includes brochures)	Correspondence to students	Interview checklists	Course advice by staff all sites	Programme Handbooks (examples vary)	Programme Regulations	Student information A-Z Guides / other	Individual Course Outline (inc Scheme of Work)	NorthTec Website	
	Marketing	Academic Quality Services	Marketing	Pathway	Registry	Pathway	Pathway	Academic Quality Services	Student Support	Pathway	Marketing	
Responsibility →												
ITEM of Information ↓												
Programme Information (admission, content, structure, hours of study)	Entry requirements	✓	✓	✓			✓		✓			✓
	Selection requirements							✓				
	Content overview	✓	✓	✓		✓	✓	✓ (Grad Profile)			✓	✓
	Structure (courses)		✓	✓ only some programmes		✓	✓					✓ only some programmes
	Texts/goods to purchase				First day information	✓	✓ (varies)	✓			✓	general info on some programmes only
	Time commitment / Timetable				First day information	✓	✓	✓	✓		✓	
	Admission / Interview		N				✓		✓			✓
	Acceptance				Letter	✓	✓					
	Offer of Place/Course selection				Form signed by student	✓						

INFORMATION FOR STUDENTS - MATRIX

Pre-enrolment Information

Post-enrolment Information

Source of information → Details ↓	Prospectus and Published on line	Academic Calendar Published on-line (inc Academic Statutes)	Advertising material (includes brochures)	Correspondence to students	Interview checklists	Course advice by staff all sites	Programme Handbooks (examples vary)	Programme Regulations	Student information A-Z Guides / other	Individual Course Outline (inc Scheme of Work)	NorthTec Website
Responsibility →	Marketing	Academic Quality Services	Marketing	Pathway	Registry	Pathway	Pathway	Academic Quality Services	Student Support	Pathway	Marketing
ITEM of Information ↓				Registry		Recruiters				Tutors	
Credit recognition opportunities		✓ (inc Ac Statute)	✓	✓	✓	✓ (varies)	✓ (examples vary)	✓	✓		✓
Fee details (tuition, Course related costs; SHL, other)	Tuition		✓		✓	✓					✓
	Course related (class materials)		✓ some programmes		✓		✓			✓	some programmes
	Compulsory Student Services Fee										✓
	Other				✓						
Reference to scholarships		✓			✓	✓			✓		✓
Reference to student related policies	Student Fees				✓	✓ (varies)			✓		✓
	Concerns and complaints				✓	✓ (varies)	✓		✓		✓
	Appeals		✓		✓		✓		✓		
	Academic Integrity				✓		✓	✓	✓	✓	✓ (Plagiarism)
Student Services	Disability support	✓				✓	if asked	✓	✓		✓

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Responsibility → ITEM of Information ↓				Registry		Recruiters				Tutors	
	Learning support	✓		✓ some i.e. YG		✓	✓	✓		✓	✓
	Health Care	✓				✓	✓	✓		✓	✓
	Library	✓				✓	✓	✓		✓	✓
	Student ID cards						✓ (varies)			✓	
	Youth Services	✓		✓			✓			✓	✓
Contact details	Campus level	✓	✓	✓	✓		✓	some		✓	✓
	Programme Level	N	Pathway Mgrs = ✓ Tutors = ✗	sometimes	✓		✓ (varies)	some		✓	✓
	Study pathways		✓		✓		✓	some			✓