A woman with short blonde hair and glasses is smiling and looking towards the camera. She is wearing a dark blue top. The background is a blurred office environment with a computer monitor and a bulletin board.

STUDENT  
HANDBOOK  
**2021**

IN EMPLOYMENT PROGRAMMES



/FutureSkillsNZ

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

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## HAERE MAI AND WELCOME TO FUTURE SKILLS

Welcome to Future Skills Academy. We are very pleased that you could join us on your education journey.

In line with our core values, we constantly strive to provide a teaching and learning environment that is supportive, modern, fun and safe for both our staff and students.

We are committed to improving lives of others through education and continue to provide our students with the most relevant and up to date education possible.

All our students graduate, with a nationally recognized qualification and are well equipped with the skills and knowledge required for today's professionals.

We hope that you will find your study with us both rewarding and relevant.

Sam Alavi  
GROUP CEO

# OUR MISSION

**WE DEVELOP EMPOWERED,  
EMPLOYABLE GRADUATES**



# OUR VISION

**CAPABLE GRADUATES,  
CAPABLE COMMUNITIES**

# OUR VALUES AND GUIDING PRINCIPLES

## **HONOUR AND RESPECT THE INDIVIDUAL**

Everyone is a unique individual and is worthy of respect, fairness, honesty and openness.

## **RECOGNISE INDIVIDUAL POTENTIAL**

Everyone is unique and talented and has the potential, capacity and aptitude to succeed and develop skills and attributes for the wellbeing of themselves and the community.

## **DEVELOP THE WHOLE PERSON**

The physical, emotional, social, spiritual, and intellectual needs and interests of each person are inseparable and equally important.

## **CONTRIBUTE TO LIFE-LONG LEARNING**

Education is a continuous and creative process which enriches the individual and communities.

## **FOSTER PERSONAL AND GROUP RESPONSIBILITY**

People have a duty to themselves as well as to their communities and are responsible for their choices and actions both individually and collectively.

## **CELEBRATE ACHIEVEMENT**

We are committed to the well-being, and celebrate the success of every student and staff member.

## **EMBRACE AND SERVE COMMUNITY**

Our relationships with our stakeholders and community are an integral part of our success.

## **PRACTICE SUSTAINABILITY**

We recognise the need for a sustainable future, where economic, social and environmental dimensions are in balance.

# STUDENT SERVICES



If you need personal support, advice, or are experiencing something that is affecting your learning, please feel free to discuss any matter with your lecturer or a member of the Student Services and Student Support team. We can assist you to help resolve a situation or help you find an external support service. Your problem will be dealt with in confidence.

Our student services offers a range of advice and resources to help you succeed in your studies, and feel supported while at Future Skills Academy.

Whether you require assistance with Study Link applications, there's an issue that's affecting your study that you want to talk about, or in need of guidance on how to get work/life balance organized, we are here to help!

## TIMETABLE

**Your timetable will be emailed to you by your course coordinator or lecturer.**

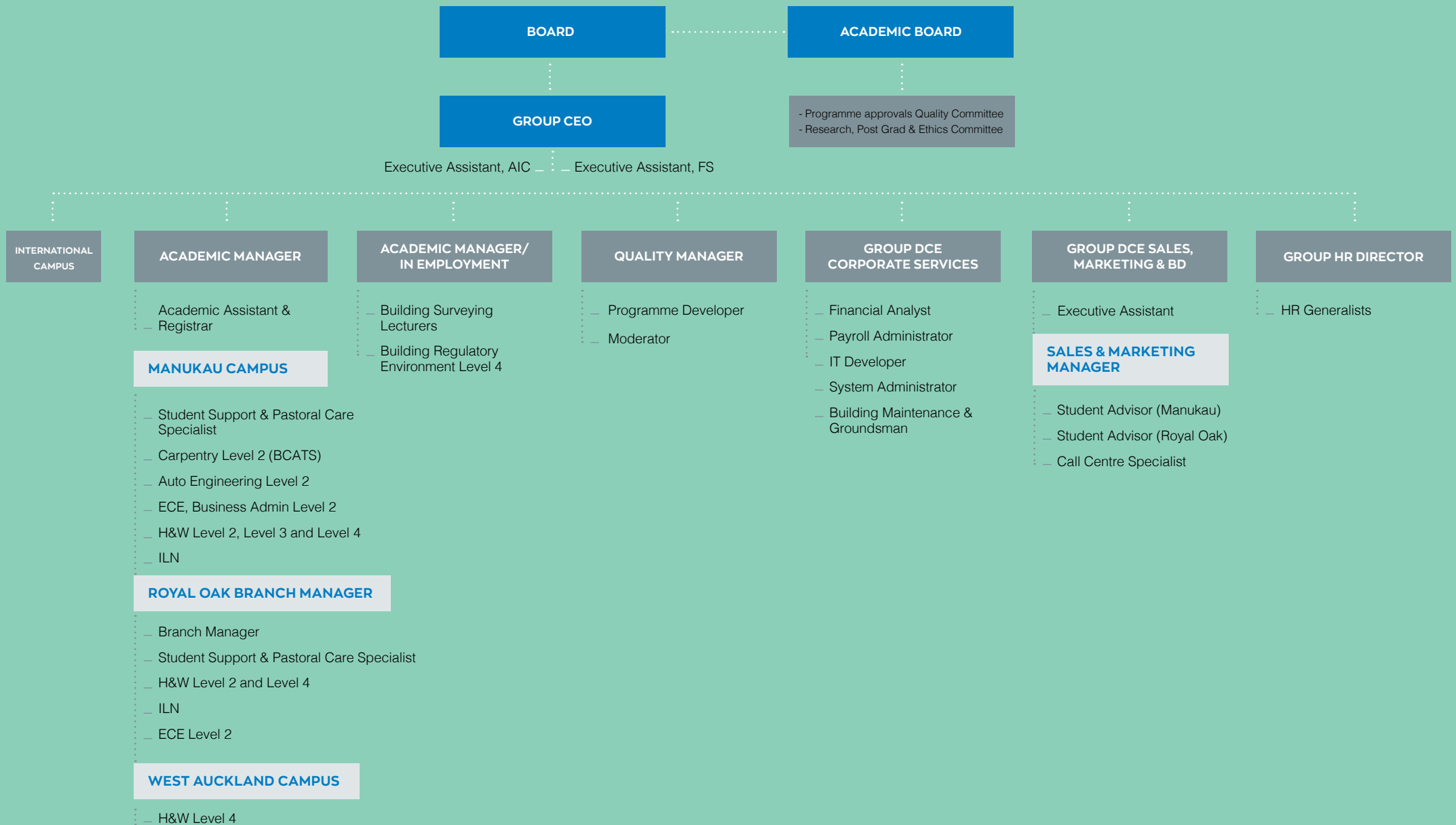
Your lecturer, student services and the recruitment and marketing team will do their best to resolve your issue on the spot or put you in touch with the right person or organisation who can help sort out your problem. Our trained and professional staff will ensure you are treated with respect, and your situation with confidentiality.

## PASTORAL CARE

Support is offered to our students by our Pastoral Care Specialist to help heal, sustain, guide, reconcile and nurture students whose troubles and concerns arise in the context of daily interactions at campus. The Pastoral Care Specialist supports healthy emotional development and helps students feel a sense of security at campus to ensure barriers to learning are minimised.

Students not based at a campus can still access this service via phone, email or video calling.

# ORGANISATIONAL CHART



# OUR STAFF

## ACADEMIC TEAM

| NAME                     | POSITION         | EMAIL                      |
|--------------------------|------------------|----------------------------|
| <b>Alex Ewing</b>        | Academic Manager | alex@futureskills.co.nz    |
| <b>Carl Graham</b>       | Lecturer         | carl@futureskills.co.nz    |
| <b>Patrick Schofield</b> | Lecturer         | patrick@futureskills.co.nz |
| <b>Peter Sparrow</b>     | Lecturer         | peter@futureskills.co.nz   |

## STUDENT SERVICES & STUDENT SUPPORT

| NAME                    | POSITION                                   | EMAIL                       |
|-------------------------|--|-----------------------------|
| <b>Angelica Tovia</b>   | Student Advisor - Manukau                  | angelica@futureskills.co.nz |
| <b>LeeAnne Govender</b> | Student Advisor - Royal Oak                | leanne@futureskills.co.nz   |
| <b>Losalina Vaimili</b> | Marketing Lead Coordinator - Manukau       | losalina@futureskills.co.nz |
| <b>Fola Henry</b>       | Pastoral Care & Student Support Specialist | folah@futureskills.co.nz    |
| <b>Jay Chen</b>         | Accounts                                   | jay@futureskills.co.nz      |
| <b>Jubilee Euta</b>     | Digital Literacy Assistant                 | jubilee@futureskills.co.nz  |

## SENIOR MANAGEMENT TEAM

| NAME                     | POSITION  | EMAIL                       |
|--------------------------|---|-----------------------------|
| <b>Sam Alavi</b>         | Group CEO   | sam@futureskills.co.nz      |
| <b>Amin Soleimani</b>    | Group DCE Corporate Services                        | amin@futureskills.co.nz     |
| <b>Gagan Sachdeva</b>    | Group DCE Sales, Marketing and Business Development | gagan.sachdeva@op.ac.nz     |
| <b>Vicky Dobson</b>      | Director, Human Resources                           | vicky@futureskills.co.nz    |
| <b>Tai-Marie Yorston</b> | Quality Manager                                     | taymarie@futureskills.co.nz |
| <b>Kavi Sewdayal</b>     | Sales and Marketing Manager                         | kavi@futureskills.co.nz     |
| <b>Sima McCourtie</b>    | Branch Manager - Royal Oak                          | sima@futureskills.co.nz     |
| <b>Lida Rowhani</b>      | Academic Manager - Foundation and Trades            | lida@futureskills.co.nz     |
| <b>Marie Laycock</b>     | Academic Manager - Healthcare                       | marie@futureskills.co.nz    |
| <b>Alex Ewing</b>        | Academic Manager - Regulatory Compliance            | alex@futureskills.co.nz     |
| <b>Seema Chawla</b>      | Academic Manager - Construction (Domestic)          | seema.chawla@op.ac.nz       |

## STUDENT WELLNESS

In case of pregnancy whilst studying, it is advised that you consult a Lead Maternity Carer and GP for advice regarding continuation of studies.

If you're seriously concerned about someone's immediate safety:

Call **111** or take them to the Accident and Emergency Department (A&E) at your nearest hospital.

Phone your nearest hospital, or your district health board's psychiatric emergency service or mental health crisis assessment team. Remain with them and help them to stay safe until support arrives.

## HELP LINES

We like to make sure that our students are happy and know what services they can access if they need any help. The staff at Future Skills are always available for a chat, but if we are unable to provide the help that you need, we will refer you on to an appropriate service. We recommend that you contact the below services if you feel you need extra support:

- **Need to talk?** (1737 – free call or text)
- **The Depression Helpline** (0800 111 757)
- **Healthline** (0800 611 116)
- **Lifeline** (0800 543 354)
- **Samaritans** (0800 726 666)
- **Youthline** (0800 376 633)
- **Alcohol Drug Helpline** (0800 787 797)

# ACADEMIC PROCESSES AND POLICIES



Teaching and learning at Future Skills includes a mix of self-paced individual and group activities. Most programmes involve computer-based learning and practical activities and work place simulation or work experience. Lecturers will guide you on how best to study and how you can become an effective learner.

## RECOGNITION OF PRIOR LEARNING

Any previous studies that you have completed which are registered on the NZQA database will be considered towards your current studies. The learning outcomes of the unit standard previously achieved needs to either be identical or closely match the unit standard of the course delivered by Future Skills Academy.

If approved by the academic manager, the unit standard previously achieved will not need to be repeated as part of your programme at Future Skills Academy.

If you have other prior learning or experience that you consider meets the learning outcomes of a component of your course, discuss with the student support team or the lecturer prior to the course commencing or within two weeks of your commencement of the programme.

Please allow up to two weeks for a revert on the outcome and be able to provide any necessary information required to complete the recognition of prior learning process.

## ASSESSMENTS

You will need to successfully complete all the assessments in your programme to gain the qualification. Assessments can be written, oral, practical, group or project based, dependent on the nature of the assessment and upon instruction by your lecturer.

Sometimes your lecturer will use a class activity as evidence for your assessment. Once your assessments have been marked your lecturer will advise you of your result. You have the right to view your marked assessment papers and take a copy.

All original assessment documentation is retained by Future Skills Academy. If you do not successfully achieve in an assessment, you may do a re-assessment.

## APPEAL OF ASSESSMENT RESULTS

If any student would like query the result of their assessment, please discuss this first with your lecturer. If you cannot reach agreement with your lecturer you can contact the Academic Manager with the reason you are appealing the result. If there is no agreement, a second assessor will review the decision made on your assessment.

## ASSESSMENT HONESTY

When completing assessments, you must do your own original work. Plagiarism is not allowed. If you are unsure of what plagiarism entails, please ask your lecturer or a member of the student support team for a copy and explanation of the Future Skills Academy plagiarism policy. Your lecturer will guide you regarding the conditions for each assessment.

## YOUR NZQA RECORD OF ACHIEVEMENT

After you have achieved a Unit Standard or an Achievement Standard, the result will be entered into the NZQA database. You can access your own Record of Achievement at any time on the NZQA website using your NSN number.

Go to Student and Learner Login <http://www.nzqa.govt.nz/login/>

Please note that sometimes it can take several weeks for results to show up.

## GRADUATION

After you have successfully completed your programme, Future Skills will apply to NZQA for the award of your National Qualification(s).

Graduation ceremonies are held once or twice a year and you and your family are invited to attend. You will receive an invitation with the date a time of your graduation.

## CONTINUOUS IMPROVEMENT

We value feedback from students on how well we are doing as an education provider and what is working well, what you would like more of and what we need to change.

We gather feedback by listening to you and especially through:



- Online Student Surveys at beginning, mid-point and end of your programme.
- Class representation through our student leadership forum.
- Informal feedback received by staff
- Facilitated group evaluations

## COMPUTER, MOBILE AND INTERNET USAGE

- Classroom computers are available for students to use.
- Students are reminded that no student can expect exclusive use of any one computer.
- You are not allowed to view or download pornographic images on the computers owned or leased by Future Skills.
- Any student who uses email or texting to harass, intimidate or abuse another student, staff member or member of the public may face immediate dismissal.
- You are responsible for the protection of your password. This means not giving your password to any other student.
- You must not load or download any programmes on to a computer without the permission of your lecturer.
- You must not download, copy or use any offensive images or images depicting drugs, or violence.
- You must not store any MP3 or video files without the permission of your lecturer.
- Please switch your mobile phone to silent mode during class unless agreed with your lecturer.

## TRANSFERS

If you wish to transfer to another programme speak with your lecturer or Admissions. Transfers must be approved by the Academic Manager.

## FEE-PAYING PROGRAMMES TRANSFERS

There are no penalty fees; however, there may be additional fees required or a refund may be due. Where a student loan has been used to pay fees, any refund will need to be returned to Study Link and a new loan drawn down for the new programme.

## WITHDRAWALS AND REFUNDS

Make sure you understand the refund policy before enrolling. If you want to leave your programme you must formally withdraw by filling out a Withdrawal Form FS045, available from and returnable at Reception.

Withdrawal is confirmed from the date the form is received by Future Skills Academy and will be used when processing your withdrawal in the database and determining the amount of refund.

The Withdrawal and Refund policy allows all students to receive a refund when they withdraw from a programme/course within the first 10% of their programme/courses elapsing (usually 10-20 working days). For further information, refer to the terms and conditions of your enrolment.

## NON-ATTENDANCE

If you have four consecutive weeks of non-attendance in classes, or non-participation in required online activities associated with your programme, and we are unable to contact you, you will be withdrawn from the programme. If you have a student loan or allowance, StudyLink will be notified of the last day you attended.

## COMPASSIONATE CONSIDERATION

If you withdraw after the early withdrawal period for the programme, you may make an application for a compassionate consideration refund.

Applications for compassionate consideration should be made to Admissions. Compassionate consideration may be considered for the following reasons:

- Medical, supported in writing by a health professional
- Work-related, supported by a letter from an employer

Admissions will advise the result of the application for compassionate consideration.

## YOUR CONTACT DETAILS

You must provide your lecturer with your current address and contact phone numbers. If you change your address or your phone number, you must immediately advise your lecturer or email [info@futureskills.co.nz](mailto:info@futureskills.co.nz)


# EMPLOYMENT AND FURTHER EDUCATION



Completing your programme at Future Skills is important. Many of our students will continue studying at a higher level, others will go directly into or resume employment.

Lecturers will share their knowledge about the industry you have chosen to pursue your career in and will provide advice on further training and educational opportunities.

Future Skills will keep contact with you after you complete your course to provide assistance and confirm that you have been successful in moving onto further study or obtaining employment.

Your future success is important to us.  /FutureSkillsNZ

Follow us on Facebook and let us know what you're up to.

Each student is given a **futureskills.ac.nz** email address. You are entitled to retain this email address and use this to keep in contact with us.

# STUDENT CODE OF CONDUCT



There are expected behaviours and rules that all students need to comply with. These are in place to ensure a conducive and safe learning environment for all students. There are repercussions for non-adherence to these rules and policies. Future Skills Academy strives to maintain a safe environment where quality teaching and learning takes place.

## ATTENDANCE

You are expected to attend your classes and come to class on time. Your class time-table will be given to you at orientation. If in doubt, please talk to your lecturer.

If you are unable to attend class, or if you will be late, please advise your lecturer or the reception line prior to 9am. If you need to finish class early, please advise your lecturer in advance.

Students who have irregular attendance, or do not attend classes and do not notify us, may be withdrawn from their programme and StudyLink notified.

If you have not attended for 4 consecutive weeks and do not have approved leave, you will be withdrawn and Studylink notified. Future Skills will make reasonable effort to contact you, however you are responsible for attending classes and, or requesting leave.

## APPROVED LEAVE

If you need to be absent from class for more than a week, you should discuss this with your lecturer and make an application for Approved Leave.

In cases of extended leave, fee paying students may request that their study be put on hold and fees retained in their Public Trust account.

## BEHAVIOURAL EXPECTATIONS AND RULES

### BE RESPECTFUL OF OTHERS

We expect Future Skills' students and staff to:

- Respect student and staff rights to study and work in a safe, tolerant and favourable environment
- Respect others' culture, religion, personal preferences and social customs
- Treat others and speak to others with respect

### NO VIOLENCE - PHYSICAL, VERBAL OR CYBER BULLYING

Violence, harassment or bullying of any person on or off campus is unacceptable. Harassment and bullying includes:

- Offensive sexual or racial jokes or abusive language about someone;
- Offensive gestured or comments
- Unwanted and deliberate physical contact;
- Unwanted and threatening cyber contact including on Facebook, email or text messaging

- Requests for sex or sexual contact, which include a threat or an implied or overt promise for preferential treatment
- Obscene or abusive language

## NO WEAPONS

You are not allowed to bring any weapon to the block courses.

## SMOKING/VAPING

There is no smoking at venues except in the designated areas of the building.

## NO DRUGS OR ALCOHOL

You must not use, be under the influence or bring alcohol, non prescription drugs, stimulants or other chemicals while on block courses.

## CAREFUL USE OF EQUIPMENT AND RESOURCES

You are expected to use computing equipment, tools, machinery and other resources with care. You need your lecturer's agreement before you use equipment outside normal class hours and during breaks.

## PERSONAL PROPERTY

Future Skills does not accept responsibility for any loss or damage to students' personal property. We recommend that you do not bring valuables to the campus. You must not deliberately damage or take without permission any property belonging to another student or staff member.

## DRESS CODE

You must wear clothes and footwear suitable for the training you are doing.

# DISCIPLINARY PROCEDURES



The disciplinary procedures are provided for the protection of students and staff.

## **MISCONDUCT**

Misconduct is any behaviour that:

- Does not comply with the Future Skills' Code of Conduct or Rules,
- Brings Future Skills into disrepute,
- Is against the law in New Zealand,
- Fails to have regard for the rights of others, or
- Interferes with the safety of others and or their property

Students who assist or encourage others to act in a manner that constitutes misconduct, will be dealt with as if they committed misconduct themselves.

### **Any student accused of misconduct will have the right to:**

- Advice, representation and support throughout the process;
- Opportunity to respond to the allegation and be listened to and explain their position;
- Be treated with respect;
- Be treated as innocent until proven guilty;
- Receive sufficient notice of any meeting;
- If you aged under 18 your parent or caregiver will also be given sufficient notice of any meeting.

### **In making a decision on any penalty for proven misconduct, the decision maker will consider:**

- The seriousness of the misconduct;
- Previous incidents of proven misconduct by the student;
- The best welfare and possible re-integration of the student concerned;
- The wider implications of the behaviour and proposed penalty on other students and;
- Any mitigating factors such as an expression of contrition, or willingness to undertake counselling or anger management.

### **Decisions that may be imposed are:**

- A written warning detailing other penalties to be applied if the student re-offends
- Personal development activities such as anger management or counselling
- A cooling off period – “Suspension” whereby the student is not to be on campus for a specified period up to a maximum of 2 weeks.
- Withdrawal from the programme (dismissal).

## SERIOUS MISCONDUCT

If you do not comply with the rules, and at the same time you put yourself or others at risk, you may be immediately required to leave the campus for a cooling off period and, if you are aged under 18, your parent or caregiver will be informed.

The following are considered as serious misconduct:

- Physical abuse, assault or intimidation of any person
- Use of abusive, intimidating or threatening language
- Acts that may cause injury to another person
- Possession of and/or under the influence of alcohol, drugs, stimulants, chemical substances or any illegal substance;
- Selling and/or dealing in illegal substances
- Possession of a weapon
- Misuse of fire or safety equipment or failure to report a fire
- Purposeful damage to property of Future Skills
- Unauthorised removal from Future Skills venues, or possession of property belonging to Future Skills' students or staff or any other person.
- Harassment including sexual harassment and bullying.

If you come to block courses and are suspected of being under the influence of alcohol or non-prescription drugs you may be sent home, you may be required to have a drugs assessment and counselling by an alcohol and drug service.

If you are suspected of supplying drugs to other students the police may be called to investigate and you may be required to leave the premises immediately and not return prior to a serious misconduct meeting.

You may appeal against any disciplinary action by using the formal complaints process.

## COMPLAINTS

If you wish to make a complaint, you should first talk to your lecturer about your concern especially if it is concerning assessment results, course delivery or any student behaviour that concerns you, for example bullying.

If you feel uncomfortable talking to your lecturer you can speak to any other member of staff, the Academic Manager, or send an email to **complaints@futureskills.co.nz**.

If you wish to make a formal complaint, you can either put this in writing and give it to Reception addressed to the Academic Manager, send an email to the Academic Manager, or make a request to speak directly to the Academic Manager. The urgency of the issue will be assessed and a time frame for resolving your complaint given to you.

We will then report back to you within the agreed time-frame, with a resolution proposal or action.

If you are not satisfied you may put this in writing to the Group CEO and give it to Reception, send an email to **info@futureskills.co.nz** addressed to the Group CEO or make a request to speak directly to the Group CEO.

If you are still dissatisfied you can make a complaint to the New Zealand Qualifications Authority **<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>** or phone **0800 697 296**

# HEALTH AND SAFETY



Future Skills Academy places a high importance on keeping all our staff, students and public safe whilst on our premises. Although every measure is taken to provide a safe campus for you, it is still important to be aware of your surroundings and know what to do in an emergency.

## REPORTING HAZARDS

If you notice anything which is likely to cause injury or an accident, please notify reception or a staff member.

## REPORTING ACCIDENTS AND INCIDENTS

You should report any accidents or incidents to your lecturer as soon as possible. It is an Occupational Health and Safety requirement (OSH) that relevant details are recorded.

## FIRST AID AND EVACUATION KITS

Your lecturer will advise on first aid and evacuation procedures per venue. If unclear, please approach your lecturer for clarity.

## EMERGENCY AND EVACUATION PROCEDURES

- All alarms are to be treated as a need to evacuate.
- When the alarm is heard follow the 'Exit' signs to the nearest exit and assemble outside as a group at the assembly area.
- Students are to follow all instructions from their lecturer and wardens.
- If personal items are right beside you; you may take them with you, otherwise do not divert from evacuating the building.
- Do not use lifts and internal stairwells; you will be guided to exit the building using the emergency stairwells located behind the lifts.
- Floor wardens (identified by a fluorescent orange armband or vest) will check their designated area to ensure everyone has evacuated.
- DO NOT re-enter the building until instructed to do so by the building warden (identified by a fluorescent vest with the words 'Building Warden').
- Students using mobility chairs or crutches will need to ask a designated person to let the Floor Warden know they need assistance evacuating the building. They then need to wait on the emergency stairwell located behind the lifts to be evacuated.



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

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**FREEPHONE** 0800 888 001

**TELEPHONE** 09 263 0302

**EMAIL** [info@futureskills.co.nz](mailto:info@futureskills.co.nz)

**WEBSITE** [www.futureskills.co.nz](http://www.futureskills.co.nz)

**MANUKAU CAMPUS** 15 EARL RICHARDSON AVENUE

**ROYAL OAK CAMPUS** 665 MANUKAU ROAD

**POSTAL ADDRESS** PO BOX 76-549, MANUKAU