



# TOMORROW AWAITS

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# Haere mai and welcome to Future Skills

Welcome to Future Skills, a leading Category 1 private education provider in Auckland, registered with the New Zealand Qualifications Authority. Founded by Group CEO Sam Alavi in South Auckland in 2000, Future Skills opened its doors the following year.

Future Skills is a trusted training provider which offers future focused programmes in industries facing skill shortages. Our team is driven to improve the quality of people's lives through education.

We are delighted you are joining us on your education journey. Our programmes help people of all ages take the next step to advance their education- and land their dream job. Choose from our vast range of employment-focused study options from certificates to degrees. No matter which programme you choose, we can help you achieve your study and career goals. Our students graduate with nationally recognised qualifications. They enter the workforce well equipped with the skills and knowledge needed for today's professionals.

Future Skills boasts four campuses in Manukau, Royal Oak, Takapuna and Auckland City, home to an international campus.

Dedicated staff work diligently to deliver top quality education and to develop students into high performing graduates.

**Your success is our success. We look forward to welcoming you.**

**“If you want a career you can really be proud of, you’ve come to the right place. At Future Skills, we specialise in getting our students trained and employed in today’s booming industries.”**

**SAM ALAVI**  
Group CEO



# OUR VALUES

We exist to cultivate the most employable, most empowered graduates. But it's not just about learning or getting a job, it's about finding yourself, your place in the world, and your part to play. We've figured out that if you look after the whole person, not just their study, there's a better chance they will flourish. You can expect a strong sense of belonging, respect for difference, and connection here.

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## Honour and respect the individual

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

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## 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.

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## Develop the whole person

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

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## Contribute to life-long learning

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

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## Celebrate achievement

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

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## 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.

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## Embrace and serve the community

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

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## Practise sustainability

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

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# 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 Success team. We can assist you to help resolve a situation or help you find an external support service. Your problem will be dealt with the highest level of empathy, care, and privacy.

Students can easily access the Student Success team by speaking with their lecturer or dropping in to see a member of the team. Students can also email [studentsuccess@futureskills.co.nz](mailto:studentsuccess@futureskills.co.nz) to connect. Our student services offer a range of advice to help you succeed in your studies, and feel supported while at Future Skills.

Whether you need help with Study Link applications, want to talk about an issue affecting your study or need guidance on how to achieve a good work life balance, we are here to help!

## Student wellbeing

If you have serious concerns about about your safety or that of a member of the Future Skills whanau, **phone 111** or take them to the Accident and Emergency Department (A&E) at your nearest hospital. Call your nearest hospital, 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.

FOR URGENT HELP IN A MENTAL HEALTH CRISIS contact the Community Mental Health Urgent Response team: Central Auckland 0800 800 717, South Auckland 09 261 3700.

If you are pregnant while studying, you should seek advice from a Lead Maternity Carer and GP about continuing your studies.

We want students to be happy and to know where they can turn for help. Our staff are always available for a chat but if we are unable to provide the help you need, we will refer you to the right service. We encourage you to call the following services if you need extra support:

### Help lines

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

Go [here](#) for a comprehensive list of help lines and mental health services.



### Pastoral Care

Future Skills is a safe environment where students are valued for their individuality and lived experiences. We provide pastoral care support for every learner. Talk to us any time about any issues that may be affecting your studies.

All conversations are private. All conversations or personal matters disclosed to the team are kept private. Where there are significant concerns for your safety and wellbeing, we may connect with relevant staff or external support services to ensure the best support possible is provided. We will support healthy emotional development and want students to feel a sense of security at campus to break down any barriers to learning. You will get to know your pastoral care specialist at your orientation.

Please feel free to discuss any matter with your lecturer or our pastoral care specialists in our Student Success team. For more information email [studentsuccess@futureskills.co.nz](mailto:studentsuccess@futureskills.co.nz) or phone 0800 888 001.

## Campus Services

### Student Cafeteria

Future Skills has fully-equipped student cafeterias on each campus. They include the following:

- Free hot drink (coffee, tea and hot water)
- Free filtered water fountain
- Toasters
- Microwaves
- Cups and cutlery
- Fridge

## Academic Support Services

Future Skills offers Academic Support services. These practices ensure all students have an equal opportunity for success by addressing any barriers to learning.

Some of the services we offer are:

- A dedicated Learning Support Advisor
- Individual Learning and Support Plans
- English Language and Numeracy support
- Digital Literacy Support

As your success is crucial, we are constantly striving to see you supported academically by your lecturer and peers. Group academic workshops allow you to learn about various academic requirements such as paraphrasing, assessment requirements and APA referencing.

If you need help with using the digital software and platforms utilised in the classroom, please reach out to the Student Success Team and someone can assist you.

## Moodle

Moodle is your go-to online learning tool to make studying a lot easier. You can gain access to your programme material through Moodle anywhere you have a computer and an internet connection. Students can reach Moodle easily through the log-in button at [www.futureskills.co.nz](http://www.futureskills.co.nz)

## Student Hub

Our learners have their own online hub which ensures students can find information with ease. You can access it through the log-in button at [www.futureskills.co.nz](http://www.futureskills.co.nz)

Below are a brief overview of the features:

The screenshot shows the Student Hub interface on a laptop. The page includes a user profile for Tasi Symon, navigation tabs (My details, My results, My enrolment, Documents, Email, Calendar, Teams, Moodle), a search bar, and a 'Quick links' dropdown menu. The main content area features 'My Moodle courses' with links to 'New Zealand Certificate in Health and Wellbeing (Caregiving)', 'Student Health and Safety', 'Welcome to Moodle Resources', and 'Welcome to Student Success'. Below this is an 'Announcements' section with a 'SEE MORE' button. At the bottom, there are four colored boxes: 'Wellbeing toolbox' (orange), 'IT support' (red), 'Student services' (teal), and 'Graduation 2023 photos' (blue). A 'Concerns, complaints or feedback?' box (yellow) and a 'LinkedIn learning' box (green) are also visible.

Callout boxes on the left side of the laptop screen point to specific features:

- Quick access to frequently used information and documents
- Easy access to Moodle courses
- Announcements, support & events are updated here

Callout boxes on the right side of the laptop screen point to specific features:

- Search and access quick links to support information
- Link to the Wellbeing toolbox for useful strategies to look after yourself
- Send us feedback so that we can make sure you are supported



# 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.

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.

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 reversal of 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. If you do not successfully achieve in an assessment, you may do a re-assessment. You have the right to be assessed for a total of three times for any one unit unless otherwise stated on the assessment. For example, there are different rules for Achievement Standards.

## 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 plagiarism policy. Your lecturer will guide you regarding the conditions for each assessment. For Level 4 programmes, refer to your course handbook.

## 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](#)

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 and 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 especially through:

- Online Student Surveys.
- Student feedback forums.
- Informal feedback received by staff.
- Academic focus groups
- Student representation on Future Skills committees.

## 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 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 programme 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 notifying Future Skills via [studentsuccess@futureskills.co.nz](mailto:studentsuccess@futureskills.co.nz)

Withdrawal is confirmed from the date the form is received by Future Skills 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 Student Success. 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

Our registry team will advise the result of the application.

## Updating your contact details

When enrolling for study, you provided us with your address and contact phone numbers. If you change your address or your phone number, you must immediately 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 while others will go directly into employment.

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

Future Skills will keep in contact with you after you complete your course to provide help and find out if you have been successful gaining a job or moving onto further study.

Your future success is important to us.

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

 [/FutureSkillsNZ](https://www.facebook.com/FutureSkillsNZ)

Each student is given a [futureskills.nz](mailto:futureskills.nz) email address.





# 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 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 9.00am. 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 four consecutive weeks and do not have approved leave, you will be withdrawn and Studylink notified. Future Skills will make every 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 other's culture, religion, personal preferences and social customs
- Treat 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
- Obscene or abusive language.

### No weapons

You are not allowed to bring any weapon on to the campus.

### Smoking/Vaping

There is no smoking on campus except in the designated area at the back of the carpark outside the carpentry workshop.

### No drugs or alcohol

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

### No tagging

Tagging is not allowed, and you are not allowed to bring spray paint or permanent markers on to campus.

### 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.

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# Education Code of Practice 2021

Under the Education and Training Act 2020, the Ministry of Education has released the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The new Code, in place from 1 January 2022, combines the existing 2020 Interim Domestic Code and 2019 International Code.

The new Code sets clear expectations for learner safety and wellbeing in tertiary education and has 24 outcomes. Twelve of those outcomes are relevant to universities. Outcomes 1-7 apply to all tertiary learners (students) and Outcomes 8-12 apply to international learners (students).

### All tertiary learners (domestic and international)

1. A learner wellbeing and safety system
2. Learner voice
3. Safe, inclusive, supportive and accessible physical and digital learning environments
4. Learners are safe and well
5. A positive, supportive and inclusive environment in student accommodation
6. Accommodation, administrative practices and contracts
7. Student accommodation facilities and services

### International tertiary learners

1. Responding to the distinct wellbeing and safety needs of international tertiary learners
2. Prospective international tertiary learners are well informed
3. Offer, enrolment, contracts, insurance and visa
4. International learners receive appropriate orientations, information and advice
5. Safety and appropriate supervision of international tertiary learners.

See the [NZQA information guide](#) for more details

Future Skills is dedicated to creating an exceptional learning experience and dedicates targeted support for students to develop personally, socially, and culturally throughout their time with us. Our Student Success service division is focused on student safety, health, and wellbeing to enhance the student experience, which is consistent with Future Skills values.





# 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 campus, 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 campus 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 campus immediately and not return to campus 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 [studentsuccess@futureskills.co.nz](mailto:studentsuccess@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](mailto: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

If you are unsatisfied with the result of an outcome or have an issue with how Future Skills is meeting its commitments to the Education Code of Practice, please phone 0800 00 8337 or visit the Tertiary Education Dispute Resolution service at [tedr.org.nz](http://tedr.org.nz)



# HEALTH AND SAFETY

Future Skills 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 reception as soon as possible. It is an Occupational Health and Safety requirement (OSH) that relevant details are recorded.

## First aid and evacuation kits

There is one first aid kit on site at Manukau Campus at reception and one at reception at the Royal Oak campus. Future Skills have a number of staff who have been trained in first aid. In a first aid emergency, get the attention of a staff member who will be able to find a trained first aider. If in doubt any person on campus is encouraged to contact Reception.

## 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.



## Evacuation and assembly points

### Manukau campus:

Exit the doors in the food court area that lead onto Leyton Way and assemble in the designated area.



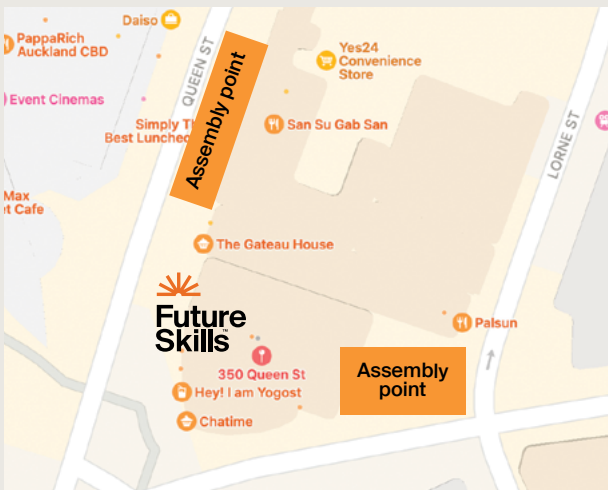
### Royal Oak campus:

Outside main campus gates, 20 metres away from the building on Chandler Avenue.



### Auckland campus:

Opposite the campus on the other side of Queen Street or at the rear on the other side of Lorne Street.



### Takapuna campus:

Outside on the corner of Hurstmere Road and Hustmere Green.







0800 550 410  
info@futureskills.co.nz  
www.futureskills.co.nz



**Manukau Campus** Level 4, Westfield Manukau  
**Royal Oak Campus** 665 Manukau Road  
**Auckland Campus** Level 1, 350 Queen Street  
**Takapuna Campus** 51 Hurstmere Road  
**Postal Address** PO Box 76-549, Manukau