AIR NEW ZEALAND
AVIATION INSTITUTE

STUDENT HANDBOOK

KIA ORA AND WELCOME TO THE AIR NEW ZEALAND AVIATION INSTITUTE

Whether you are a new or returning student studying in Auckland or Christchurch, we hope that your time with us will be rewarding and enjoyable.
The Air New Zealand Aviation Institute (ANZAI) exists to drive excellence in the essential areas of modern aviation.
Whilst studying with us you will have the opportunity to give feedback on your course and participate on the Student Council. The Student Council and management meet once a month to discuss ANZAI operations and facilities, the courses and the aviation industry in general.
The aviation industry is dynamic and challenging and offers a rewarding career for those who are prepared to put in the effort to learn and develop their skills. Potential employers will be seeking people that not only have the required knowledge and skills, but who also have the right attitude. Character attributes such as honesty, reliability, accountability and integrity, are all necessary pre-requisites sought by potential employers. In conjunction with the assessment of your academic progress, these attributes will be monitored during your time with us to provide guidance on whether or not you have what it takes to be part of aviation's exciting future.
We wish you all the best and trust you enjoy your experience!

Ken Newlands
Engineering Training Manager
SCHOOL OF ENGINEERING

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CONTACT DIRECTORY

AUCKLAND CAMPUS

Telephone:	09 255 5701 (Reception / Administration)
Fax:	09 255 5736
Email:	airlinetraining@airnz.co.nz
Street address:	7 – 13 Rennie Drive, Airport Oaks, Mangere.
Postal address:	Air New Zealand Aviation Institute, Private Bag 92007, Auckland
Absences:	**Phone/ Text 021 615 091**

CHRISTCHURCH CAMPUS

Telephone:	03 374 7070 (Reception / Administration)
Fax:	03 374 7071
Email:	airlinetraining@airnz.co.nz
Street address:	125 Orchard Road, Christchurch Airport
Postal address:	PO Box 14005 Christchurch
Absences:	**Phone/ Text 021 615 091**

AVIATION INSTITUTE ADMINISTRATION

Academic Administrator
Pauline Markham 09 255 5759
pauline.markham@airnz.co.nz

AIRCRAFT MAINTENANCE PROGRAMMES - SCHOOL OF ENGINEERING

Training Coordinator, Basic Avionic Training
Charles Ward 03 374 7603 021 767 911
charlie.ward@airnz.co.nz

Training Coordinator, Basic Mechanical Training
Evan Belworthy 03 374 7607 021 413 767
evan.belworthy@airnz.co.nz

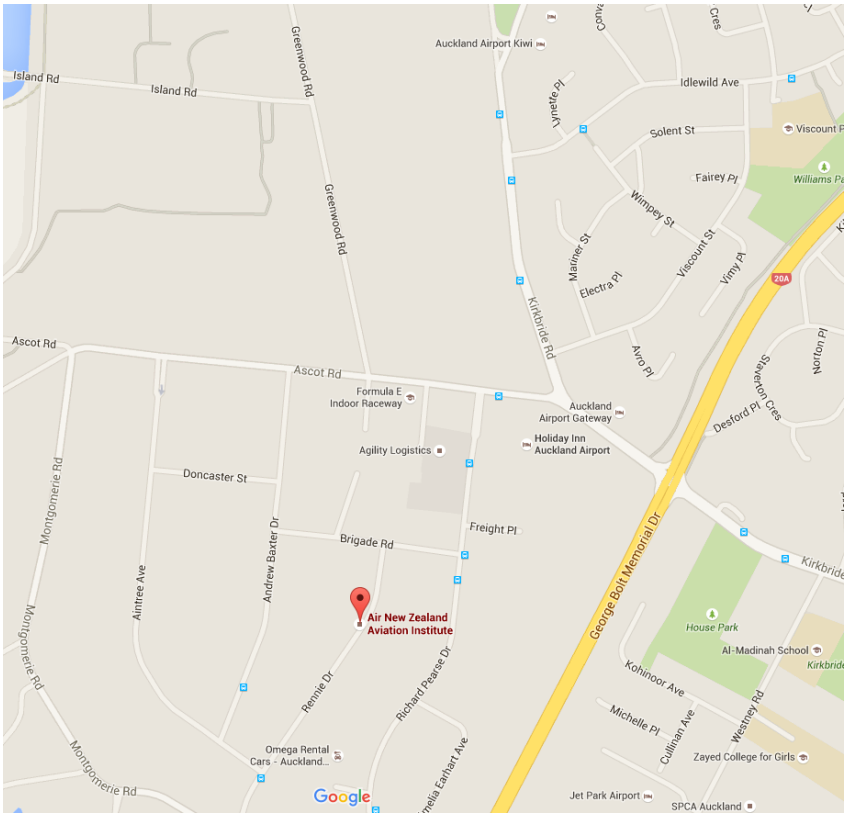
Student Support
Helen Davies 03 374 7651 021 615 091
helen.davies@airnz.co.nz

Support Coordinator
James Skelton 03 374 7910 021 306798
james.skelton@airnz.co.nz

Engineering Training Manager
Ken Newlands 03 374 7604

YOUR LEARNING ENVIRONMENT

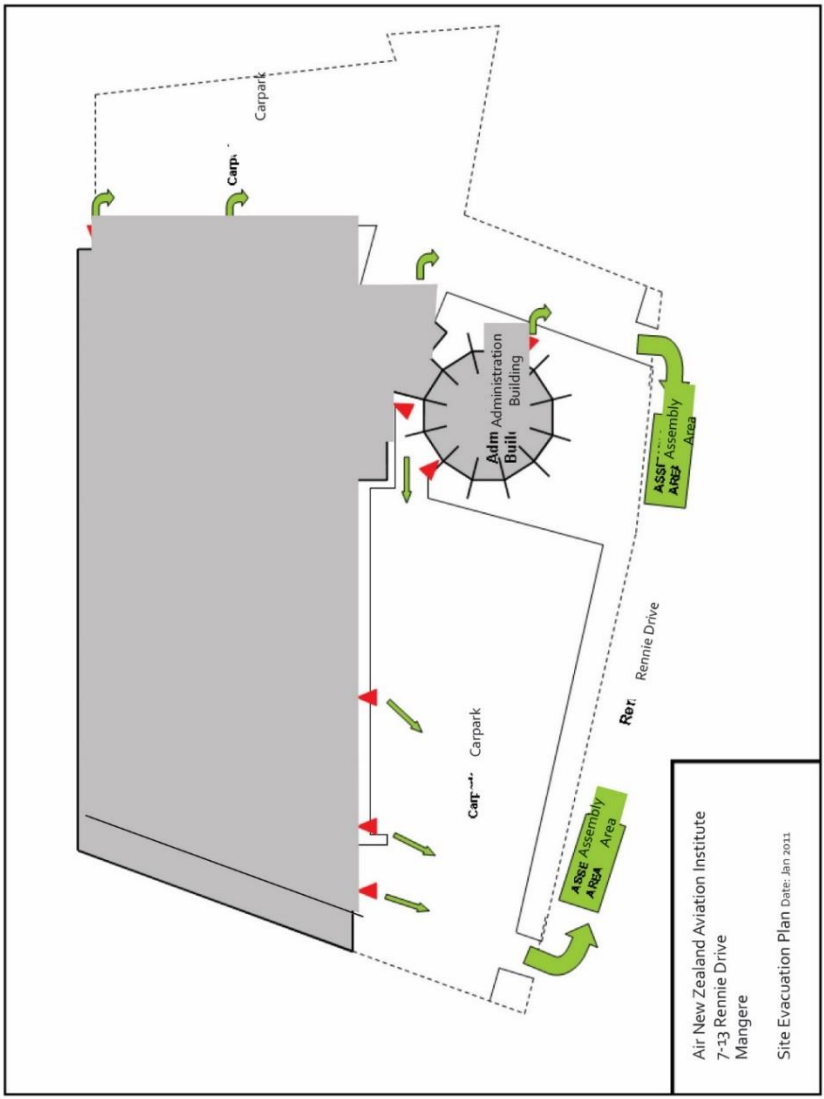
LOCATION MAP - AUCKLAND CAMPUS



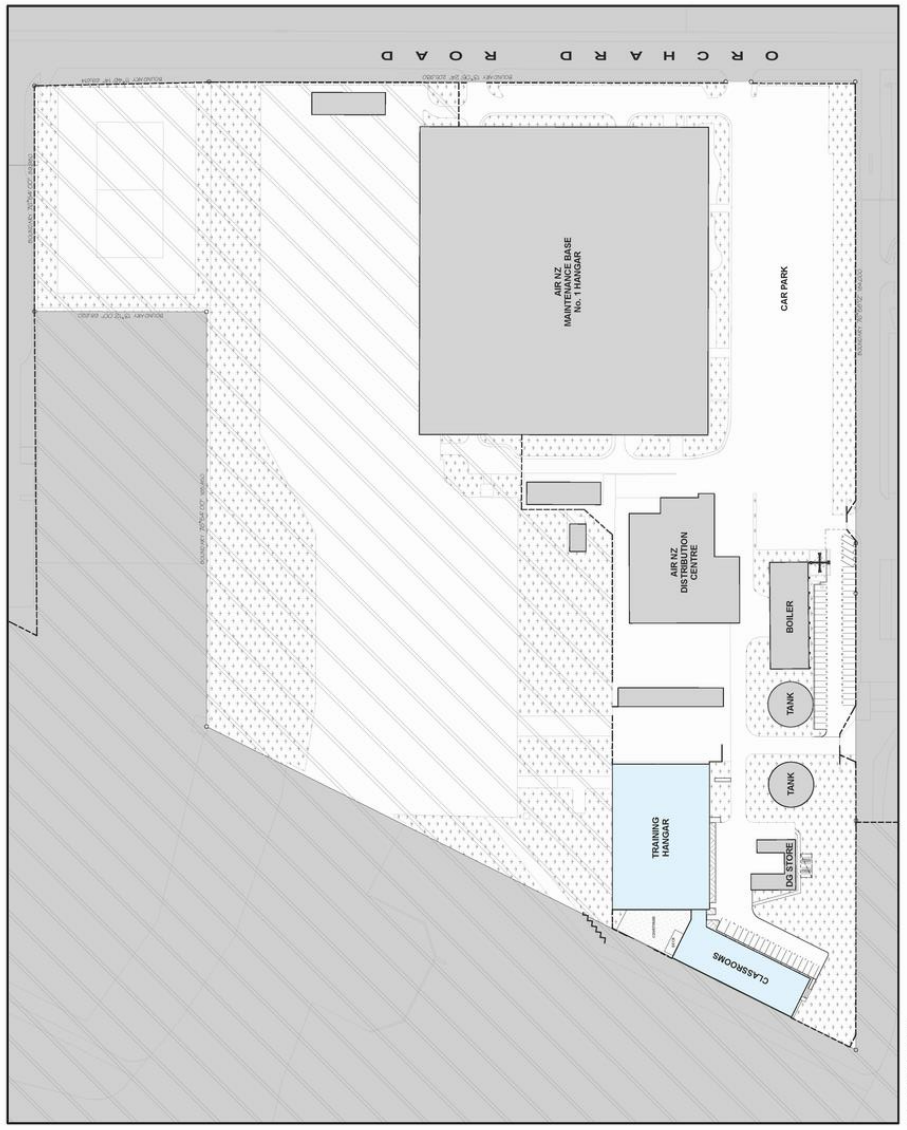
Air New Zealand Aviation Institute
7-13 Rennie Drive
Airport Oaks
Mangere, Auckland

AIR NEW ZEALAND AVIATION INSTITUTE – AUCKLAND CAMPUS

AIR NEW ZEALAND AVIATION INSTITUTE- AUCKLAND CAMPUS

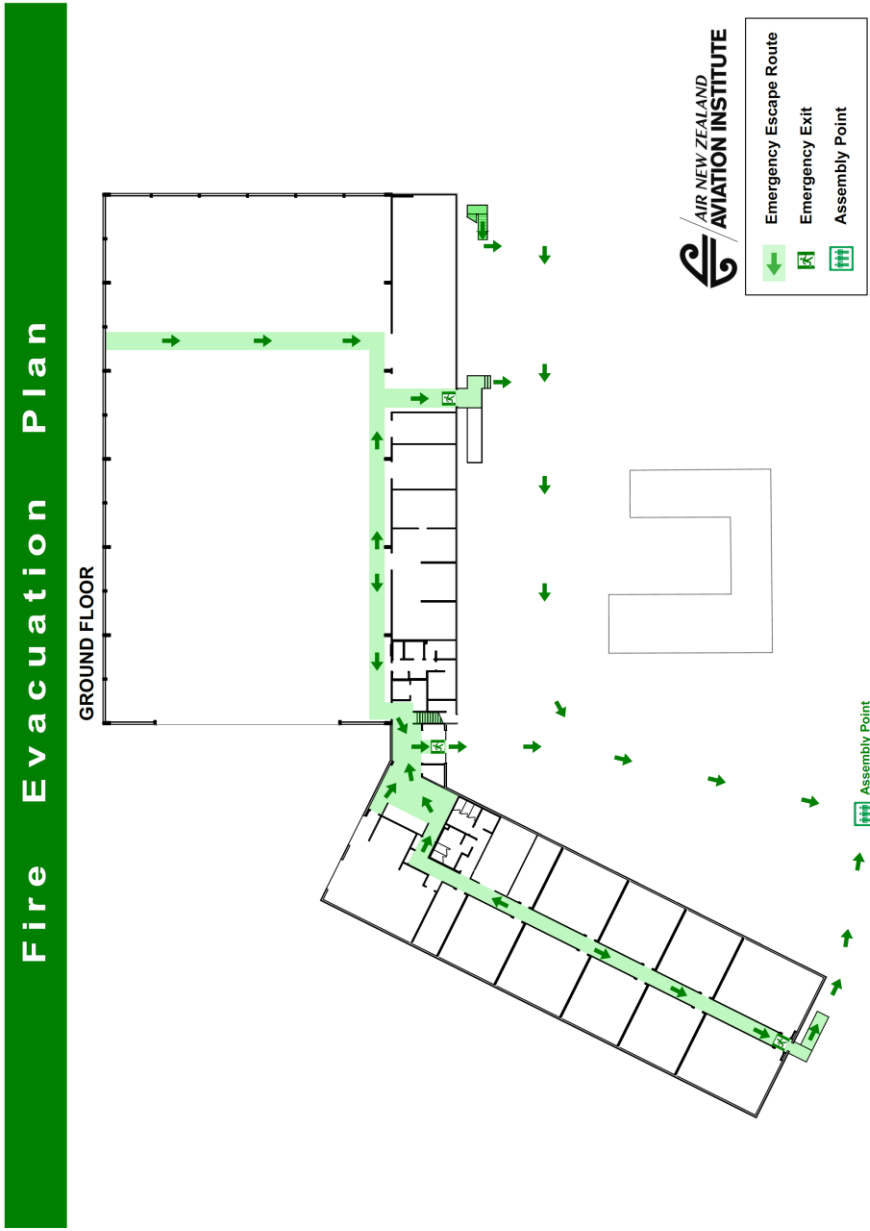


LOCATION MAP - CHRISTCHURCH CAMPUS



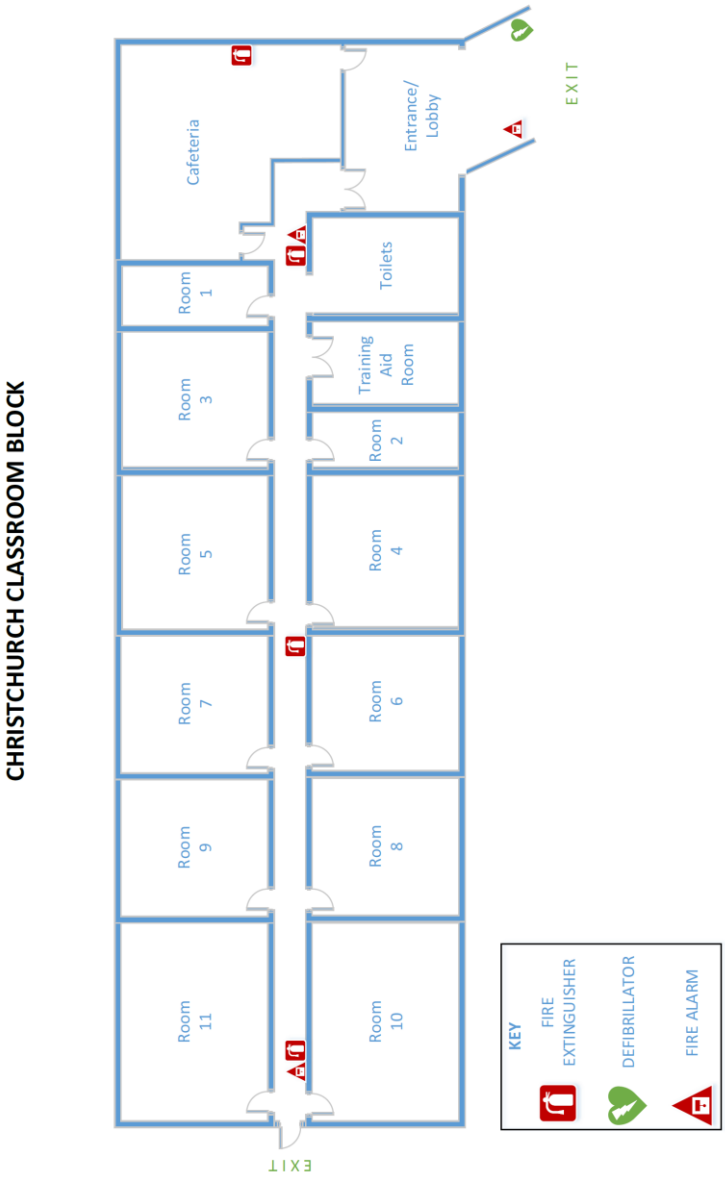
Air New Zealand Aviation Institute
125 Orchard Road
Christchurch Airport

AIR NEW ZEALAND AVIATION INSTITUTE – CHRISTCHURCH

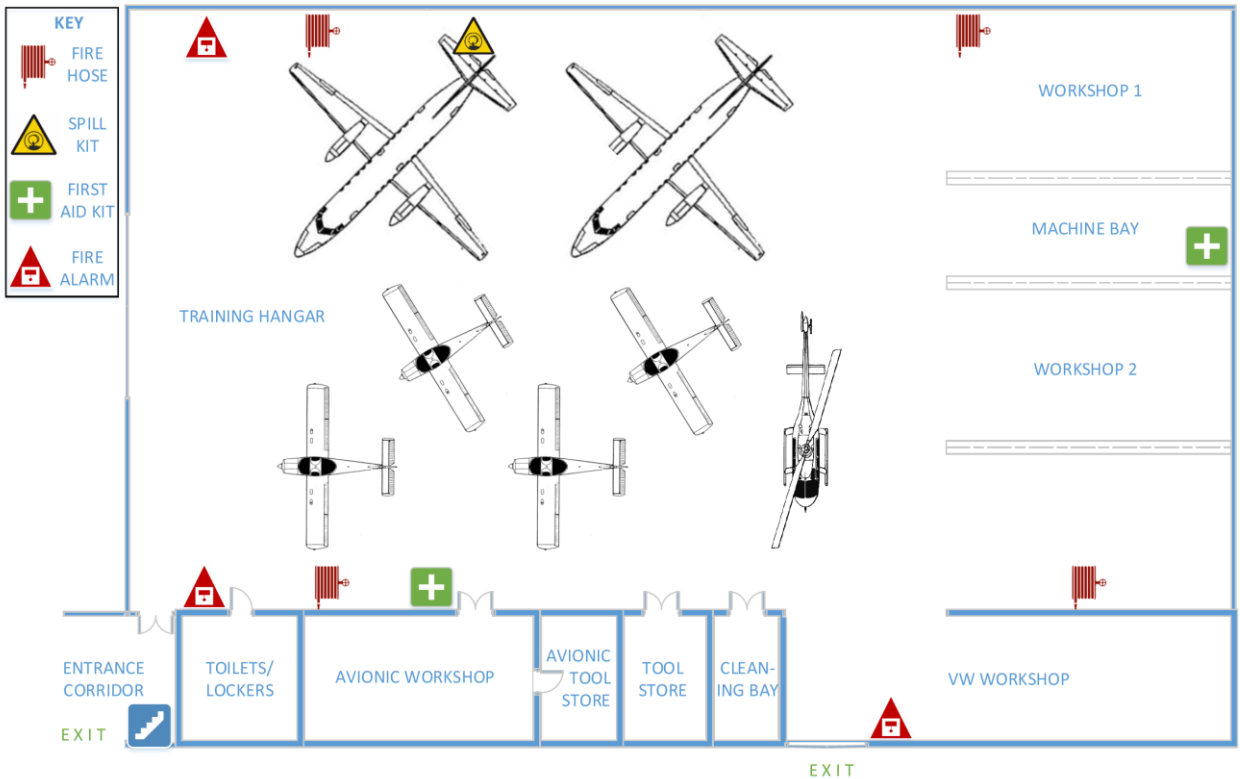


AIR NEW ZEALAND AVIATION INSTITUTE - CHRISTCHURCH

CHRISTCHURCH CLASSROOM BLOCK



CHRISTCHURCH WORKSHOP AND HANGAR BLOCK



HOURS OF OPERATION

The normal hours of operation are between 0700-1700 in Auckland and 0800-1600 in Christchurch, Monday to Friday, generally classes are not held on Public Holidays. For full time students, your standard class hours are six hours a day. Your class times and breaks will be confirmed by your instructor.

To best prepare you for work in this industry where weekend and shiftwork is the norm, some class times and days may differ from this standard and you will be advised of any changes in advance by your instructor. Class times may also be changed to meet the requests of student groups providing the instructor is in agreement.

PARKING

There is no off-street parking available in Auckland. Parking is available on the roads surrounding the facility.

In Christchurch there is limited off-street parking available, however there is an annual on-site parking fee of $360.00. Please see reception for details.

SECURITY AND STUDENT ID

Security is of paramount importance in our industry. To maintain a secure environment for everyone's safety, all persons present at ANZAI are required to display a current Air New Zealand or Student ID card, or a visitor pass.

You will be provided with a Student ID at the start of each course – a photo is taken during induction and an ID forwarded to you soon afterwards. This ID is to be worn at all times whilst on the premises – if you forget your ID at any time, please sign in as a visitor at reception for the day. The cost of your ID is $15.00. The replacement cost for a lost ID is $5.00.

Please help us maintain a secure environment by being aware of your personal security at all times and reporting any unusual or suspicious behaviour or persons without an ID to your instructor or reception.

LOST AND FOUND PROPERTY

Lost and found property is handled by reception. You are welcome to place a notice on the student notice-board.

CHANGE OF ADDRESS / CONTACT DETAILS

It is very important that you let us know if any of your contact details change. This will ensure all communication reaches you.
You can inform us of your new details by completing an “Amend Student Details” form, located at reception.

MOBILE PHONES

The use of mobile phones during class is not allowed. Please switch off your mobile at the start of class. The hangar, workshop and cabin trainers are all mobile free zones.

SMOKING

ANZAI is a smoke-free environment and smoking is not allowed inside ANZAI, or within 10 metres of an entrance. You may smoke outside in designated smoking areas only. Please dispose of cigarette butts appropriately.

FOOD AND DRINK IN THE CLASSROOMS

To ensure your safety and comfort, food and beverages are restricted to the cafeteria, or in the outside courtyard unless otherwise approved. No food or drink with the exception of closed top water bottles may be taken into the classrooms, hallways or workshop areas.

ATTENDANCE

Attendance is compulsory. Your attendance and punctuality are recorded daily. If personal or health problems prevent you from attending regularly, please discuss your situation with your class instructor, Training Coordinator or student support person – they may be able to help you with solutions.

If you are unable to attend class or are going to be late for any reason please advise us before 8am on the day by one of the following:-

Call Reception
Auckland 09 255 5701
Christchurch 03 3747070 or

Text or phone the Student Support Administrator on 021 615 091

Please ensure that you provide your name, class and reason for the non-attendance/lateness.

Students are required to attend a minimum of 80% of each course. You will not be eligible to sit the course exam or assessment if 80% attendance is not achieved. You will be required to carry out extra catch up work. If you have not met the 80% attendance criteria, a letter must be written to the Engineering Training Manager with an explanation. In the case of illness, a medical certificate should be attached. In exceptional circumstances, approval may be granted by the manager for you to sit the exam. Your Instructor will recommend the best course of action for you - which may be self-study prior to sitting the assessment, some individual tuition, or a recourse prior to taking the assessment.

If you are continually late to class, you may be refused entry. Latecomers are not admitted to examinations and assessments. Attendance in the workplace is treated as a key employability factor and attendance in class is treated with the same importance – employers always ask about attendance and punctuality when they do reference checks.

ILLNESS

If you are absent for 2 or more consecutive days, a Doctor's certificate is required. If you are away sick for an extended length of time (i.e. up to one week or more) please forward a copy of your medical certificate to the Student Support Administrator as soon as possible.

UNEXPLAINED OR UNAUTHORIZED ABSENCE

If you fail to advise the Student Support Administrator (or relevant Aviation Institute staff) that you are unable to attend, your absence will be recorded as unauthorised. We will make every effort available (i.e. email, text, phone calls and house visits) to contact you. However, if unsuccessful the following measures will be taken:-

Domestic Students –If you fail to communicate with the Student Support Administrator (or relevant Aviation Institute staff) for a period of 10 working days, we will initiate your withdrawal from the programme. As a Private Tertiary Establishment we are obligated to contact government agencies such as Study Link and the Tertiary Education Commission advising your withdrawal from the programme.

International Students - If you fail to communicate with the Student Support Administrator (or relevant Aviation Institute staff)) for a period of 5 working days, we will initiate your withdrawal from the programme. As a Private Tertiary Establishment we are obligated to contact government agencies such as Immigration New Zealand. If you are withdrawn from your programme of study this will affect your Student Visa status.

YOUR SAFETY DESTINATION ZERO HARM

SAFETY AND EVACUATION PROCEDURES

We care about the health, safety and wellbeing of our students and understand that workplace injuries result in needless suffering to everyone involved and affect students undergoing training. We also believe that all injuries are preventable and that any accident in the workplace is unacceptable.

There may still be occasions however, when an injury is sustained during training. Where these situations do occur, we will investigate the cause.

Our buildings are fitted with fire alarms throughout and we have a practised evacuation plan.

In the unlikely event of a fire or other emergency requiring ANZAI to be evacuated, the evacuation alarm will sound and you should immediately leave the building by the closest emergency exit, and proceed to the assembly area where you should congregate together as a class. Please take care not to block access to the building required by emergency vehicles.

The exits and assembly area are clearly marked on the maps displayed in all the classrooms, and in this handbook. Please follow directions given by Fire Wardens and your instructor.

If you require special assistance in the event of an evacuation, please make this clear to your instructor at the start of your course, the disabled person's register held at reception will need to be updated with your details. Belongings and drinks are not to be taken with you during an emergency, unless in the event of an earthquake or a bomb scare.

BEHAVING SAFELY

Behaving safely includes taking care when using equipment and facilities, wearing appropriate and suitable clothing and never endangering yourself or others. Safety and protective equipment must be worn as directed during training activities in the hangar, workshop or cabin trainers.

If you are taking medication that affects your ability to drive or use machinery you must advise your instructor.

ALCOHOL AND OTHER DRUGS

Drinking alcohol or taking illegal drugs on the premises or grounds is strictly prohibited.

The ANZAI function is designated as a “safety sensitive” operation. On this basis students under the influence of alcohol or drugs will be disciplined by immediate suspension and after investigation, may face dismissal.

INCIDENT/ACCIDENT REPORTING

Please let your instructor know immediately if an incident or accident has taken place. For access to the First Aid room and the First Aider on duty, please contact reception. If the accident is serious, it is important that the accident site is not disturbed.

Any accident, no matter how minor, needs to be recorded in the Air New Zealand Korusafe incident management system. This is done through reception or your instructor.

To assist with our journey towards Destination Zero Harm, we pride ourselves on providing a safe environment for training. If you become aware of a hazard that does not have appropriate controls in place, please advise your Instructor and report the hazard so that we can take steps to eliminate, isolate or minimise it.

YOUR CONDUCT AND BEHAVIOUR

It is your responsibility to know what is expected of you and to follow these rules and behave accordingly at all times. Ignorance will not be accepted as an excuse.

PROFESSIONAL GUIDELINES FOR ANZAI

As well as yourselves, at any given time there are different groups of professionals at ANZAI. They range from Training Instructors to Customer Service Agents, Engineers, Cabin Crew and Pilots, HR staff and Management as well as external companies. For all of us to get along and enjoy the time we spend at ANZAI, there are some professional guidelines in place which are additional to your individual class guidelines and we ask that you observe these whilst at ANZAI.

PLEASE:

- Keep your work areas clean, tidy and safe
- Speak English in class
- Do not chew gum in class
- Use appropriate language (no swearing)
- Pay attention to the presenter
- Be respectful of others at all times
- Be patient with one another
- Remember your future employer may be present. What impression are you making?
- Do not use cell phones in class time

CONDUCT AND BEHAVIOUR

- The aviation industry demands honesty, reliability, integrity and accountability in its employees, who are expected to act ethically at all times and in accordance with the law.Please be aware that certain criminal convictions may restrict your employment within the aviation industry.
- Whilst at ANZAI please observe our Conduct and Behaviour code and at all times:
- Behave safely - refer to 'Your Safety - Destination Zero Harm
- Respect others - refer to 'Harassment and Bullying
- Observe all ANZAI Professional Guidelines
- Failure to do so may result in you being withdrawn from the programme.

HARASSMENT AND BULLYING

- Harassment is unwelcome or offensive behaviour that is repeated or significant enough to have a harmful effect on your ability to function normally. It's about how someone is treating you inappropriately by undervaluing something about you.
- Similarly, bullying is a repeated inappropriate behaviour but this time they are undervaluing you.
- You have the right to work, learn, study and socialise in a safe environment. These are basic rights which are governed by law and can be found under the Human Rights Act 1993, Employments Relations Act 2000 and the Health and Safety in Employment Act 1992.
- Please treat others with the same respect you'd like to receive yourself. If you receive unwanted advances, physical or verbal from anyone here at ANZAI, please approach any staff member for confidential help.

DISCIPLINE & GRIEVANCE

MISCONDUCT

Misconduct will be addressed according to the nature and/or severity of the misconduct. In most cases a verbal warning will be sufficient, however where the misconduct is repeated or behaviour is not corrected the student may be placed on probation. If the misconduct is again repeated or the unsatisfactory behaviour continues the student may be dismissed from the programme.

If the misconduct is deliberate, wilful, malicious or is considered serious, or of criminal nature, the student may be dismissed immediately from their programme.

All misconduct will be documented in writing.

The student will have the right of appeal as part of the Grievance Process.

Cheating is considered serious misconduct and may result in withdrawal from the programme.

GRIEVANCE PROCEDURES

If you feel you have not been fairly treated by ANZAI, you should approach the staff member closest to the problem in the first instance (with support if appropriate).

Below is a process of escalating the issue if you feel you have not had the appropriate action taken.

Student Grievance Procedures
Your instructor ↓
Training Coordinator / Student Support ↓
Engineering Training Manager

You need to follow these options in order. Your approach should be in writing.

If after following the above you feel ANZAI has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.
1. Download the Complaint Form (PDF, 33KB)
2. Send your completed Complaint Form, along with any supporting evidence, to:
The Complaints Officer
Quality Assurance Division
P O Box 160 Wellington 6140

or

email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – If it is a financial dispute, you can contact iStudent Complaints. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost for this service.
iStudent Complaints is an independent service with experience in helping people to re-solve disputes.
You can contact iStudent Complaints on 0800 006675 or at the following web address
www.fairwayresolution.com/got-a-dispute/istudent-complaints

YOUR TRAINING PROGRAMME

Your training programme has been designed using best practice adult learning course design techniques and is governed by the relevant Air New Zealand Process/Service Procedures Manual. Your programme may include discussions, lectures, activities and practical skills sessions. Home-study is an integral part of the course content.

ENGINEERING PROGRAMMES STANDARD DAY

CHC

0800-1000	Class
1000-1015	Break
1015-1200	Class
1200-1230	Lunch
1230-1445	Class
1445- 1515	Revision

PERSONAL PROTECTIVE EQUIPMENT

You are required to purchase overalls from Deane Apparel. These are monogrammed with the Aviation Institute School of Engineering logo as well as your name.

You are also required to purchase clear safety glasses, class 5 ear defenders and steel capped safety shoes from NZ Safety.

We have negotiated a discount price from both suppliers for these items. **Please ensure that you bring your safety shoes on your first day.** You will have been provided with the relevant discount forms prior to your programme start date.

If you already have your own safety equipment please bring the items along on your first day and we will ensure that they meet our safety requirements.

** International Students – are not expected to have these items before the programme start date. We will arrange for you purchase the items during your orientation week.*

AIR NEW ZEALAND
AVIATION INSTITUTE
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ACADEMIC RECORDS

ANZAI Administration processes credit reporting to NZQA. All final results for internal and NZQA exams and assessments are managed through Training Administration.

ACHIEVING YOUR NZQA QUALIFICATION

In order to achieve your NZQA qualification, you must meet the following criteria:

New Zealand Certificate in Aeronautical Engineering (Pre-Employment Skills) Level 3

Achieve 66 compulsory credits in Core Aeronautical Engineering along with 64 credits from the recommended Aeronautical Engineering standards.

- Have a minimum attendance of 80% for each course
- Successfully complete all assessments with a minimum pass mark of 75%

New Zealand Diploma in Aeronautical Engineering (European Regulations) Level 5

Achieve 170 compulsory credits in aeronautical engineering, mathematics, principles of physics, electrical fundamentals, electronic fundamentals, digital techniques, materials and hardware, maintenance practices, basic aerodynamics, human factors, and aviation legislation as defined in EASA Regulations. Plus 75 credits in either B1 (Mechanical strand) or B2 (Avionics strand), making decisions on and managing aeronautical activities including detailed description, operation, component location, removal/installation and bite and troubleshooting procedures to maintenance manual level as defined in EASA regulations .

- Have a minimum attendance of 80% for each course
- Successfully complete all assessments with a minimum pass mark of 75%

RECOGNITION OF PRIOR ACHIEVEMENT

If you have already achieved competence in any of the unit standards included in your programme you may not need to complete the assessments. Please present your Record of Achievement to your Instructor and liaise with your Training Coordinator. Course Attendance is still required.

ASSESSMENT / EXAM POLICY AND PROCEDURES

At the beginning of every class your instructor will give you information about the assessment procedures. Your instructor will advise you how your assessment results will be made available to you.

On courses that are unit standards based, you will be assessed against the unit standards and learning outcomes throughout each programme. Each unit standard is made up of elements and performance criteria and to gain credit for the unit standard you must achieve all the performance criteria in that unit standard. Please be aware that in some programmes, the performance criteria of one or more unit standards may be assessed during the different courses that make up the overall programme. A re-sit will be required for any examination, written assessment or practical assessment that you do not pass. Where you achieve less than 50% in an assessment you may not be able to re-sit that assessment without further training. This will be discussed with you.

You will not be eligible to sit the course exam or assessment if 80% attendance is not achieved.

If you do not achieve the required standard to pass the assessment, you will be given an interim result notice by the instructor, so that you can plan your re-assessment. Formal notification of course results will be issued within 10 working days.

Progression from the Level 3 Certificate to the Level 5 Diploma

Progression to the Level 5 Diploma requires a pass in the following key first year courses.

Avionics

PE3206, PE3209, PE3213, PE3216

Airframe Mechanical Systems

PE3208

Gas Turbine Power Plants

PE3217

It is possible that you may be unable to sit your original exam/assessment due to illness, accident, bereavement or other exceptional and unavoidable circumstances. In such cases, please liaise with your instructor 24 hours before the scheduled time of the examination, or as soon as practicable once the circumstance has arisen. You will be required to provide evidence to support your appeal to defer.

Provided the above conditions are met and agreed upon by the Training Manager, a suitable time will be allotted to sit the exam/assessment at no additional cost. This is indicated as DNS (Did Not Sit) rather than as a fail.

Outside of the conditions stated above, you are to sit the examination at the scheduled time or pay to resit at the next scheduled resit session.

ASSESSMENT/EXAM RE-SITS

Re-sit sessions will be scheduled at regular intervals. You book and pay for resits at reception the Friday prior to your resit session. You must show your interim result notice to do this.

There is an administration cost of up to $45.00 for each re-sit. This is payable at the time of booking the re-sit. If you do not attend a resit session as booked, you may be required to pay the resit fee again.

You may re-sit an exam twice after which time your result will stand.

The maximum mark recorded for re-sits will be 75% even if a higher mark is obtained (Engineering non EASA).

APPEAL PROCEDURE

Students who wish to appeal decisions on examinations, written assessments, or practical assessments or satisfactory attendance should approach the following people in order. You should only escalate the issue if it is not resolved.

Assessment Appeal Procedure
Your instructor (verbal) ↓
Training Coordinator (verbal) ↓
Engineering Training Manager (written)

RETRAINING/RECOURSING

After 3 attempts at an examination (1 with the course and 2 re-sits) you will be required to retrain before further attempts can be made. Your Training Coordinator will arrange this. This may be done during semester breaks or after the programme has been completed. Retraining or recoursing may be required if you miss a significant portion of the course due to absence. Your instructor will discuss the options with you. The timing of the retraining is dependant on the

availability of the course and instructor. An appropriate fee may be charged

YOUR FEEDBACK

Your feedback on both your programme and the ANZAI environment is valued and will help us to make continual improvements to our programmes. You are invited to give us your feedback at the completion of each course when you will be given a course evaluation form to complete. Please raise any issues with your instructor at any time, or if you prefer to discuss any concerns privately, contact your Training Coordinator or Student Support Person.

LINKS WITH INDUSTRY

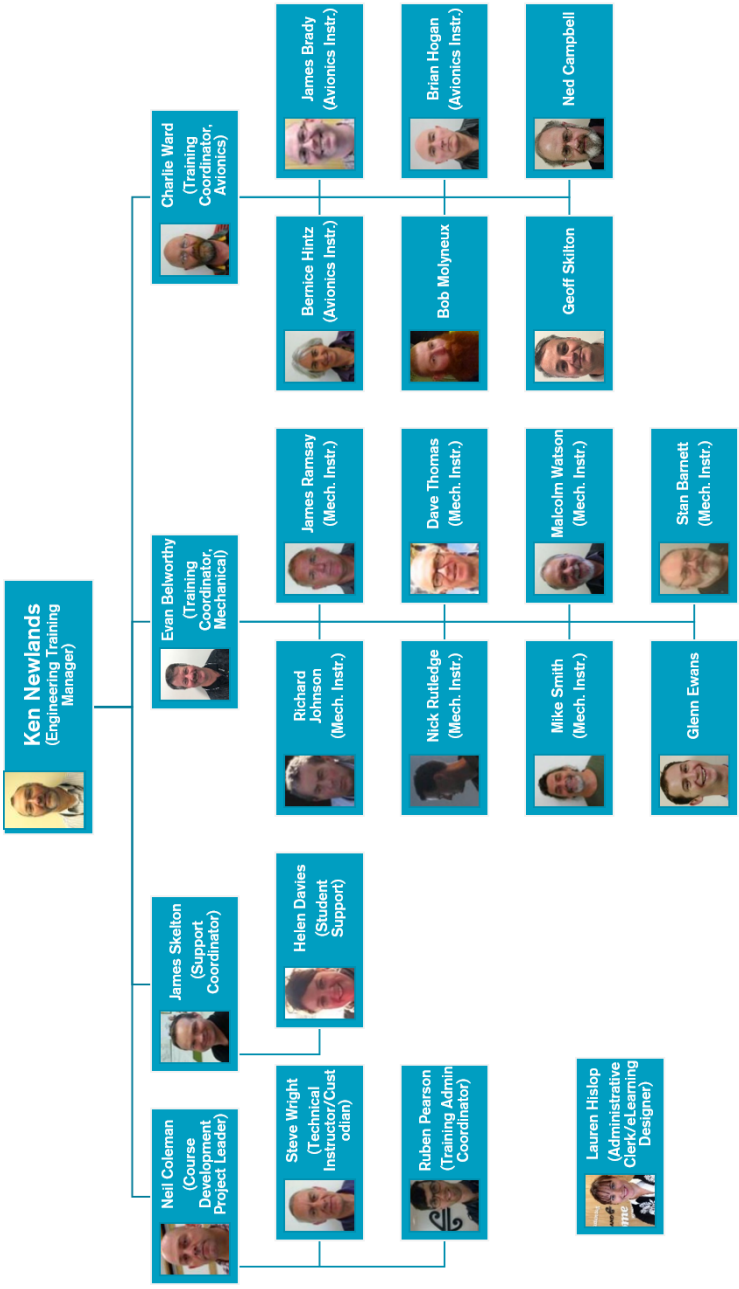
We pride ourselves on working closely with industry to develop programmes that meet the needs of the aviation industry. During your programme you will be exposed to the career options available to you. On occasions you will also have a great opportunity to present yourself to future employers! Your instructors will keep you informed. Guest speakers from other areas of industry are invited to make presentations during your programme if appropriate. Familiarisation visits and work experience to different areas may be included where they add value/subject to availability.

GRADUATION

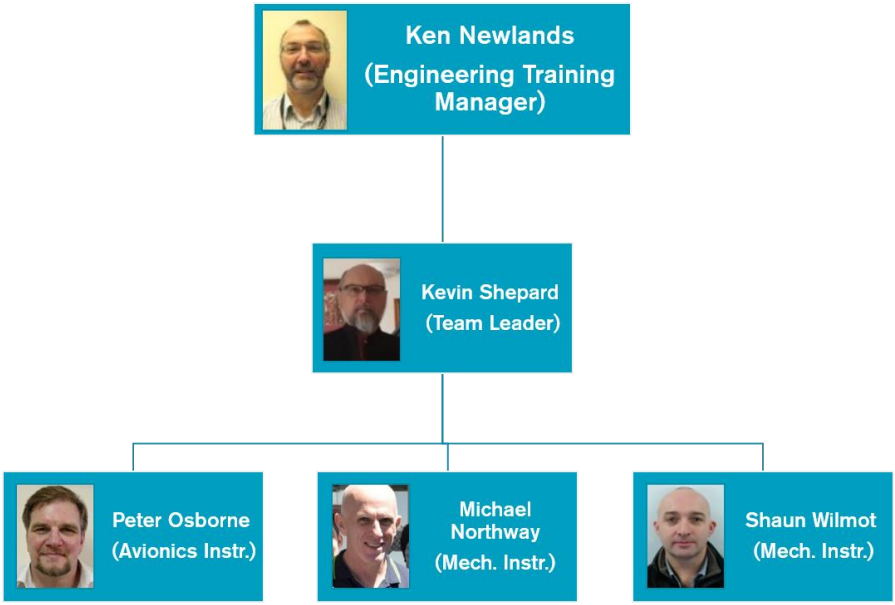
We like to celebrate success! A graduation event is held at the conclusion of each one year full time course with events scheduled in both Auckland and Christchurch. Prizes are awarded to students who have excelled in their performance or personally during the programme. Your instructors will provide you with the details. You are welcome to bring two guests to the graduation event subject to availability.

SUPPORTING INFORMATION

MANAGEMENT REPORTING STRUCTURE (CHC)



MANAGEMENT REPORTING STRUCTURE (AKL)



STUDENT COUNCIL

Student Council representatives are elected at the start of each programme. Meetings are scheduled monthly. The student council is made up of a representative from each student class, plus members of the ANZAI management team. Items for the agenda should be forwarded to your Training Coordinator / Student Support Person. A formal agenda will be circulated prior to the meeting and minutes circulated afterwards.

STUDENT SUPPORT

If there are any issues affecting your study please feel free to discuss them confidentially with the Student Support Person, an Instructor or any member of the ANZAI management team.

STUDENT RESOURCE CENTRE

We are pleased to be able to offer our students a Student Resource Centre equipped with industry periodicals, texts and computers from which you can access the internet. The Student Resource Centre is open Monday to Friday from 0700-1600 for self-study.

STUDENT NOTICE BOARD

The student notice boards are located in the student cafeteria. Please feel free to place appropriate notices on the boards. Please remove notices once their relevance has expired. Management of ANZAI reserve the right to remove inappropriate messages or notices without warning.

STUDENT MAIL BOXES

Mail boxes or slots are provided to each individual student. The mail slots are located outside the student cafeteria. Official exam results are posted here once they have been processed. Other mail and personal messages will also be posted here.

STUDENT CAFETERIA

The cafeteria is available for use by students at any time during the day. Coffee and tea are provided free of charge. Soft drinks and snacks are also available to be purchased from vending machines. A microwave is available to students wishing to heat food. Please ensure that you clean up any spills as they occur and dispose of all food scraps appropriately. Overalls are only permitted at designated tables.

In Christchurch, trainees have been allowed access to purchase food from the cafeteria located in the main hangar. Trainees are expected to wear their student ID cards at all times when visiting the main hangar.

SHOWERS / CHANGING FACILITIES

In Auckland, there is a shower available in the male and female toilets in the main student toilet block. There is also a shower suitable for people with disabilities in this area. In Christchurch, a shower is available in the main toilet block and in the hangar toilet block.

TELEPHONES

The student phone is situated in the cafeteria. It is for local calls only.

BOOKS / TEXTS

You will be advised of the texts you are required to purchase at the time of enrolment. Aeronautical Engineering students can purchase these texts directly through ANZAI. Your instructors will provide you with information on further recommended reading and the best places to purchase these.

PHOTOCOPYING / PRINTING

If you require printing or photocopying this is available from reception at a cost of 10c per single sided A4 page and 20c per single sided A4 page for colour. A green printing card is available for purchase from reception for $5.

ACCOMMODATION

There are a number of options available to students for accommodation including home-stay, flatting or boarding. The local papers and the internet provide the best information on what is available. The best option for you personally will depend on your familiarity with the area and your means of transport. The student notice board can be used for advertising. For your own safety, we recommend that you do not visit prospective accommodation sites on your own. Please contact your Student Support Officer if you require assistance in this area.

BUS SERVICES

Information on bus services can be obtained from AT in Auckland on (09) 366 6400. In Christchurch, information can be obtained from Metro info on (03) 366 8855 or
www.metroinfo.co.nz

HEALTH SERVICES

It is recommended that you register with a GP/medical centre in advance (even if you do not think you will need one), preferably one close to your accommodation. However, if you require a Doctor or Dentist, reception will be able to refer you to a nearby practitioner. You can contact a health professional 24 hours a day on Healthline – 0800 611 116.

MONEY MATTERS

PAYMENT OF FEES

Students are required to make full payment at the time of enrolment. This includes fees towards training, text books, NZQA fees and safety equipment (if applicable). All other students fees are to be paid according to the terms of your contract or your sponsor's contract. Air New Zealand participate in the Student Fee Protection Scheme operated by Public Trust New Zealand.

PAYMENT BY MAIL:

Air New Zealand
Private Bag 92007
Auckland
Attn: Pauline Markham (AKL60/1)

PAYMENT DIRECT TO BANK:

Bank:	Bank of New Zealand
A/C Name:	Air New Zealand Limited
Account:	02-0536-0305865-01
Swift:	BKNZNZ22 PT

Please ensure your name is entered as the bank description for bank payments and student names are written on the back of cheques if mailing.

WITHDRAWALS AND REFUND OF FEES - DOMESTIC STUDENTS

Date of Withdrawal	Administration Charges	Refund Due	Academic Result
Prior to start of course	Nil	All fees paid	No result recorded
Before the end of the 8th calendar day from the start of your course	$500.00 or 10% of the fees paid, whichever is the least amount	All fees paid less an Administration charge	No result recorded
9 or more calendar days from the start of course	Nil	Nil	Results of course & units completed will be recorded

Formal withdrawal from a course of study is required to be made in writing and addressed to the Engineering Training Manager, Airline Training, Air New Zealand Limited, Private Bag 92007 Auckland. The effective date of withdrawal will be the date on which ANZAI receives the written advice. Please read the withdrawal information above. Your withdrawal will mean that you are no longer a full time student. Any refund is required to be repaid to Studylink (Student Loans) first.
If you withdraw from all courses of study after 9 calendar days from the start date, you will be required to attend a withdrawal/exit interview. At that time you will need to return all ANZAI materials on loan or hire, including your student ID, locker key, any relevant class texts, work books or equipment that you have **not** paid for.

STUDENT FINANCIAL PROTECTION

We are required to inform you of the following:
ANZAI is one of the providers of Aeronautical Engineering up to Level 5 (Diploma).
Within eight (8) days of commencement, if a student withdraws from a course(s), a full refund will be given (less an administration charge). After eight (8) days, no refunds will be given. Please see the table on page above for clarification and sections below for refund policy with regard to situations that do not involve student withdrawal.
In the unlikely event that Air New Zealand Ltd is unable to complete a course, or part thereof, students will receive a refund of course fees equivalent to the period of the course remaining (pro rata) at the time of course cessation and in accordance with section below.
In the unlikely event of Air New Zealand Ltd going into liquidation or receivership, any student claim against Air New Zealand Ltd will be treated as that of any other unsecured creditor in such a situation, subject to the fact that funds will be held in the Student Trust Account until after the training is delivered and will be available direct to the student separate from the liquidator or receiver.
Air New Zealand Ltd reserves the right to cancel any courses at any time – fees and charges paid will be refunded to the person or organisation which paid originally, or may be transferred (with the agreement of the original payee) and used as payment towards another course.
Air New Zealand Ltd reserves the right to alter any aspect of any course at any time. Where days, dates or times are altered, Air New Zealand Ltd undertakes to attempt to contact all enrolled students either at their stated address or contact number to inform them of such changes.

WORK AND INCOME NEW ZEALAND (WINZ)

Are you receiving a benefit from WINZ?
If you are receiving a benefit from WINZ, it may affect your eligibility for a student loan or allowance. You will need to inform WINZ when you begin your studies.
If you are married and receiving a student allowance, you may be entitled to a special benefit and/or an accommodation benefit from WINZ.

COMMUNITY WAGE STUDENT

This may be available to students who have a student loan or allowance during their vacations (which are three weeks or longer). It is administered by WINZ. You may have to apply in person.

STUDYLINK

Student Loans and Allowances

All student loans and allowances are managed by StudyLink. An application can be obtained by telephoning 0800 88 99 00 or on-line at www.studylink.govt.nz.

If you have any queries regarding your loan or in an event of WINZ requesting asking additional information, please check with the Academic Administrator PTE enrolments who tracks the progress of your loan.

It is to your advantage to apply for a loan and/or allowance as soon as possible to ensure they are available to you when you start the course. You can do this before you have been accepted into the course.

COURSE RELATED COSTS

Once your student loan has been approved, you may apply for course related costs as detailed in your enrolment form.

Please ensure that all questions relating to all student loans, allowances and course related costs, are directed to the Academic Administrator. Appointments can be made at reception

Please Note:

Financial support from WINZ or StudyLink in the form of student loans, student allowances and benefits are generally only available to Permanent New Zealand Residents.

No 3
SHEFFIELD
ENGLAND

PERSONAL INFORMATION

ANZAI collects and keeps personal information about each student. The Privacy Act 1993 protects the information you give us and details conditions under which personal information can be obtained, used, stored and exchanged with other interested parties.

ANZAI considers the privacy of this information to be important and has policies and procedures which reflect the Twelve Privacy Principles as set out in this Act to protect this information.

ANZAI collects personal information from you so that you can:

- be provided with information about courses
- be registered
- be enrolled
- be paid any allowances to which you are entitled
- be entered for examinations
- have your attendance and progress monitored
- be contacted by ANZAI
- have assessment results registered by other organisations

This information is also likely to be used by ANZAI to develop programmes, courses and facilities in ways consistent with our business plan.

This information is also collected so that ANZAI can meet its statutory obligations to provide the Secretary of Education with information under section 225 and 226 of the Education Act 1989. Except for questions marked (optional) it is mandatory to provide the information asked for. Failure to provide that information may result in ANZAI refusing your enrolment. This information is held in archives for audit and reference purposes, even if you are not currently enrolled at ANZAI.

AIR NEW ZEALAND
AVIATION INSTITUTE
John Lee

ANZAI undertakes to store all personal information necessary for its operation as a provider of tertiary education to meet the requirements of the Education Act, the Public Finance Act and the Inland Revenue Act and to enable us to provide you with evidence of your enrolment and progress in years to come.

Personal information may be disclosed to other education agencies, such as the Ministry of Education, Tertiary Education Commission, the NZ Qualifications Authority, Industry Training Organisations, the Education Training and Support Agency and other tertiary education institutions and to Government agencies such as NZ Police, Department of Justice, the NZ Income Support Services and the Accident Compensation Corporation – if they demonstrate a statutory right to obtain it.

ANZAI will allocate to you a student identification number (unique identifier) which will be used as a reference number on documents and correspondence relating to you. Under the Privacy Act 1993, you have the right of access to all personal information held by Air New Zealand Ltd about you. You also have the right to ask Air New Zealand Ltd to correct any information held which is inaccurate. You can exercise those rights by applying to the Academic Administrator.

All students are obliged to advise ANZAI of any changes to the personal information provided.

International students are obliged to advise ANZAI of any changes to contact details, accommodation type, residential address and any changes to their passport or visa permit.

INTERNATIONAL STUDENTS

IMMIGRATION

All international students require a current Student Visa to confirm your enrolment. You must not allow your Visa to expire while you are studying. If you withdraw from your programme of study this will affect your Student Visa status. A copy of your Passport and Visa must be provided to ANZAI. It will be held on your personal file. If international students are accompanied by their partner and/or children during their time in New Zealand, they too must have Visas and Permits. You need to give a copy of these Visas and Permits to ANZAI also. Full details of Visa and Permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through the New Zealand Immigration Service at www.immigration.govt.nz.

MEDICAL AND TRAVEL INSURANCE

International students must have appropriate and current medical and travel insurance while studying in New Zealand. This is a requirement under The Code of Practice for the Pastoral Care of International Students.

It should be noted that costs such as medical treatment in New Zealand and medical evacuation or repatriation can be very expensive. Sums insured for these benefits must be set at an appropriately high figure so they will not be exceeded in any possible claim. Current policies range from $600,000 to 'unlimited cover'. In order to future proof policies, sums insured of one million dollars plus are recommended, although ANZAI will allow amounts that it deems to be sufficiently high. Below is the suggested minimum content for appropriate insurance policies according to the Code of Practice for Pastoral Care of International students.

THE POLICY SHOULD:

Commence immediately the student leaves home for the airport on their way to New Zealand
Apply whilst in transit both ways
Apply whilst the student is in New Zealand
Cover the student for any trips to other countries during the period of study

Cover the student for any holidays back to their home country during the period of study.
Include cover for loss of baggage, accident and injury, disruption to travel plans, medical care in stop over countries, emergency evacuation/repatriation, accompanying relatives, personal effects, and personal liability.

EMERGENCY EVACUATION/REPATRIATION:

Repatriation represents the costs of getting a student home. The benefit works two ways:
If the student becomes seriously ill or injured and needs to be accompanied home (either alive or deceased) with medical professionals, these costs are met by the insurance.
If members of the students immediate* family living overseas become critically ill or die, the policy will cover the cost of flying the student home and then back to New Zealand to complete their studies.(*immediate family is the mother, father, brother or sister).
Ideally the policy should have “unlimited cover” as very large sums can be incurred in these situations.

INSURANCE PROVIDER:

Insurance policies for International students should be obtained from companies with a credit rating no lower than A from Standard and Poor, or B+ from AM Best.
If the insurer is an overseas company, ANZAI requires students to provide policy details in English so that it may ensure that all the necessary requirements are met. If it is decided by ANZAI that a student does not have adequate insurance, the students will be required to take out additional cover to meet the standards set down by ANZAI.
It is suggested that you check promptly with the Administration team to establish if the policy you wish to purchase meets the required standards and is an approved policy.

ENGLISH LANGUAGE SUPPORT

If you feel you would benefit from extra tuition in English, please see the Student Support Person to discuss the various options available to you. Although we do not have an English support tutor in the school itself, we can advise and direct you with regard to extra tuition. We may be able to arrange for you to meet with a tutor if you cannot do this in your own home environment.

CODE OF PRACTICE

ANZAI has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International students published by the Ministry of Education. The summary of the code of practice is printed on pages 57-58. Full copies and information on the code of practice are available on request from this institution or from the New Zealand Ministry of Education website at **http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/**

HEALTH SERVICES

Most international students are not entitled to publicly funded health services unless they are:

- A resident or citizen of Australia, or
- A national of the United Kingdom in New Zealand.

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at http://www.moh.govt.nz. Sexuality education, health promotion and sexual and reproductive health services are available from the New Zealand Family Planning Association, your local General Practitioner and our student support services personnel. Confidentiality is guaranteed. Please approach us if you have any issues or concerns in this area.

ACCIDENT INSURANCE

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at http://www.acc. co.nz

ACCOMMODATION

The provision of accommodation for international students is covered by the New Zealand Code of Practice for the Pastoral Care of international students. ANZAI can assist international students to locate suitable accommodation and will ensure compliance with the requirements of the Code. Further Code details are provided on page 57 of this Handbook.

WITHDRAWAL FROM COURSES

If you withdraw from the course, this may affect the conditions of your visa allowing you to stay in New Zealand. Formal withdrawal from a course of study must be made in writing and addressed to the Engineering Training Manager, Air New Zealand, Private Bag 92007, Auckland. The effective date of withdrawal will be the date on which ANZAI receives the written advice. Please read the withdrawal information below. If you withdraw from all courses of study, you will be required to attend a withdrawal/exit interview. At that time you will need to return all ANZAI materials on loan or hire, including your student ID, locker key, any relevant class texts, work books or equipment that you have **not** paid for.

Withdrawals and Refund of Fees - International Students

Date of Withdrawal	Administration Charges	Refund Due	Academic Result
Prior to start of course	Nil	All fees paid	No result recorded
Within 10 working days of course start	25% of fees paid	All fees paid less 25% administratio n charge	No result recorded
After 10 working days of course start	Nil	Nil	Results of course & units completed will be recorded

THE CODE OF PRACTICE

INTRODUCTION

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016 (the new Code of Practice). This replaces the 2010 Code of Practice. NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Code.

WHAT IS THE CODE?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students. It clearly outlines the full legal requirements that education providers enrolling international students must abide by.

The Code of Practice does not apply to concerns about academic standards.

WHO DOES THE CODE APPLY TO?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

WHAT IS AN "INTERNATIONAL STUDENT"?

An "international student" is a foreign student studying in New Zealand.

HOW CAN I GET A COPY OF THE CODE?

The code is available online from http//www.nzqa.govt.nz. The code is available in other languages.

WHAT TO DO IF YOU HAVE A COMPLAINT?

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

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ASK YOUR EDUCATION PROVIDER TO RESOLVE YOUR COMPLAINT

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses. They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

IF YOUR COMPLAINT IS NOT RESOLVED – CONTACT NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

HOW CAN I CONTACT NZQA?

To make a formal complaint about your training school:

1. Download the Complaint Form (PDF, 33KB)
2. Send your completed Complaint Form, along with any supporting evidence, to:

   The Complaints Officer
   Quality Assurance Division
   P O Box 160 Wellington 6140

or email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz
If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes.
You can contact iStudent Complaints on 0800 00 66 75.

COMMUNITY CONTACTS

Civil Defence New Zealand
http://www.civildefence.govt.nz/

Family Planning Association of New Zealand
0800 372 5463
www.fpanz.org.nz

Healthline incorporating Plunketline
0800 611 116 (24 hrs)

Mental Health Hotline
0800 111 757
www.mentalhealth.org.nz

New Zealand Drug Foundation Alcohol & Drug helpline
0800 787 797
www.nzdf.org.nz

NZQA Call Centre
(04) 463 3000
www.nzqa.govt.nz/about-us/contact-us

Preventing Violence Crisis Line
0508 384 357
www.preventingviolence.org.nz

Rape Crisis
(09) 360 4001
Crisis phone (09) 623 1700
www.rapecrisis.org.nz

24 hour Rape & Sexual Assault Crisis Support
Sexual Assault Support Services Canterbury (SASSC) phone (03) 3775402

Sexual Health Services South Auckland
(09) 255 5172

Studylink
for student loans and allowances
0800 88 99 00
www.studylink.govt.nz

Urge Whakamanawa
A youth health and information service designed to assist young people to find useful information or resources to help them regarding a variety of youth related topics.
www.urge.co.nz

WINZ
for contact details of location closest to you
www.workandincome.govt.nz

Youthline
0800 376 633
www.youthline.co.nz

Youthlaw
(09) 309 6967 (1000–1600 M-F)
www.youthlaw.co.nz