



International Student Handbook 2014



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Message from CEO

Hāere mai, welcome

Welcome to the Southern Institute of Technology. We are very pleased that you decided to make SIT the place to pursue your education and career goals.

Studying in a new country can be challenging. SIT's staff are committed to ensuring that you have every opportunity to learn and succeed. We provide a range of assistance for international students, from additional tutorial assistance to student activities to on campus support services.

To make the most out of your time at SIT, make sure you utilise this support and services to the maximum. We also encourage you to get involved with local community and sporting groups and take time to explore our stunning environments.

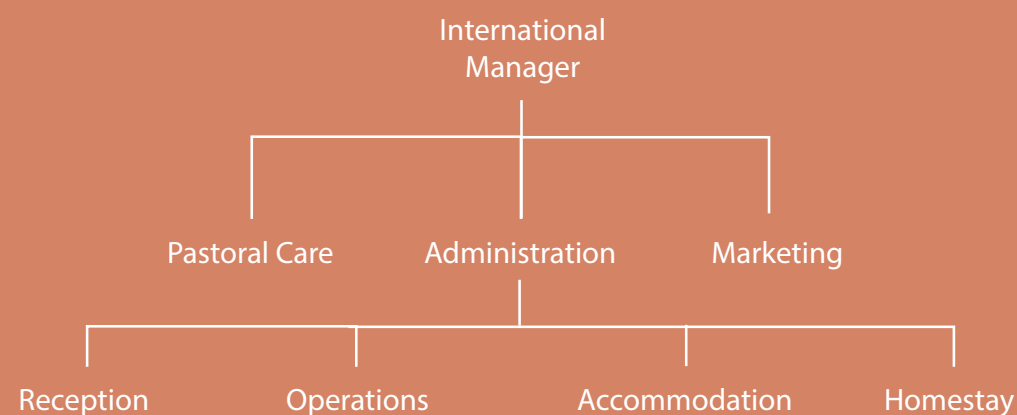
This handbook provides some useful information for your time at SIT. Read this in conjunction with the Arrivals Guide, your Programme Handbook and our website. Please don't hesitate to seek further information from us.

Best wishes for your study!

Penny Simmonds
Chief Executive Officer



International Team



CONTACT US

Reception
Phone
Free Phone
Email

+64 3 211 2699 ext. 8826
0800 40 3337 ext. 8826
applications@sit.ac.nz

Office hours 8:30am to 4:30pm, Monday to Friday
24 hours emergency number 0800 SIT 111 (0800 748 111)

Orientation

Pre-arrival information

Your Orientation to study at SIT and living in Invercargill will begin before you leave home. Information regarding what you will need to do, will be sent to you from SIT or provided by your agent.

You will receive information which includes:

1. Contract for Statement of Designated Caregiver arrangements, if applicable.
2. Contract with International Students/Parents, if applicable.
3. Offer of Place.
4. Invoice of administration, programme, home stay (if applicable), medical and travel fees.
5. Information on Medical and Travel Insurance.
6. Provide SIT with your flight details.

On your first day at SIT

You come to the International Reception with your passport and study contract.

1. Our staff will check your student visa and expiry date and keep a photocopy of your passport on file.
2. You sign the SIT Enrolment Contract.
3. First day forms are completed and questions that you may have are answered. Please write your questions on paper before you arrive to remind yourself, if you have any.
4. An International Orientation will cover visas, insurance needs and processes. Websites will be given for extra information. We will take you for a tour of the campus
5. If you are an English Language student, you will be introduced to the Language School, tutors and students. The tutors will assign a "buddy"?

Post-arrival orientation

Informal discussion about:

1. Banking information and how to open a bank account.
2. Information about cultural, recreational and sporting activities.
3. Transport arrangements and emergency numbers from hosts, parents, guardians etc.
4. Management of finances.
5. Acceptable behaviour and the laws of New Zealand.
6. Issues relevant to student culture and living in New Zealand are discussed.
7. At your programme orientation you will be taken to get your student ID card and be shown how to access the on-site computers.

International orientation checklist

There are quite a few important documents we need signed to comply with immigration, the Code of Practice and to make sure that we can work on your behalf when we need to. The information below briefly describes what is required.

1. International Orientation: This will take place on the start date of your programme. The International Team cover the important items that you will need to know about Invercargill and living in New Zealand while you are studying at SIT.
2. Passport and Visa Copied and Verified: On your first day your passport and visa will need to be copied and verified so that the Administration staff are able to enter you into the SIT system.
3. Enrolment Contract Signed: For you to have access to the computer system this will be required on your first day as it can take from 24 – 36 hours for the system to register your ID number.
4. Privacy Act and Emergency Contract Forms will need to be completed.
5. Jacket Collected: You will be advised where to collect your SIT jacket.
6. Cell Phone Number: Once you have a New Zealand cell phone number you will need to complete the contact form and hand it to International Reception.
7. Programme Orientation: Your Programme Manager will be required to sign off your programme orientation.
8. Student ID Card: Your Programme Manager will have organised a time that is suitable for the class to get their Student ID completed. You will be required to bring a copy of your signed Enrolment Contract. (It is a good idea to have this with you for the first few weeks of study).
9. Computer and Blackboard Access: You will need to show that you have accessed the computer and Blackboard successfully.
10. Change of Address: Once you have organised and moved you are required to advise the International Department.
11. Handbook Declaration: By about your third week on site you will have looked over the student handbook. You are required to sign the Declaration on page 23, remove this sheet and return to the International Department.

Basics

100% attendance

Immigration New Zealand requires that you attend 100 per cent of your classes. Your current and/or future student visa status may be at risk if you do not attend all classes. If you cannot attend your class please call the receptionist promptly on + 64 3 211 2699 extension 8826 or freephone 0800 0 3337 extension 8826.

Renewing your visa

From time to time you will need to renew your visa from Immigration New Zealand. Take a moment now to record your visa expiry date in your calendar of year phone. Book an appointment with the administration team to update your visa at least six weeks before it expires.

Tell us your phone number

SIT sends text messages about academic and administrative matters direct to your mobile phone. Make sure you advise us of your cellphone number so you receive this important information.

Keep your contact details updated

It is important that you keep us up-to-date with your contact details as you may not get important information from us. You can complete a change of address form at any time at the International Reception.

Timeliness

It is important in New Zealand to be on time for meetings and appointments as it is rude if you are late. It is customary to be approximately 5 to 10 minutes early for appointments, particularly if you have a job interview. If you are unable to make the scheduled appointment time please ensure that you contact the person concerned before the time of the appointment and either re-schedule or advise of your intentions.

Returning home

You must have the approval of SIT if you are planning to return to your home country. This is because your travels may affect your visa status and/or studies. Please talk to the administration team before you purchase your tickets and complete a Leave Of Absence Form available from International Reception. Please note, your request must be supported by medical documentation letters from employers, or other applicable docs.

Emergencies

In an emergency phone 111

An emergency is when there is a:

- death or a life-threatening situation
- crime being committed
- fire or serious accident.

The 111 phone call is free. The person answering will ask which service you need (Fire, Police or Ambulance). Be ready to tell them who you are, what has happened and where you are. If someone is injured and needs to go to hospital, an ambulance will come for them.

SIT emergency phone

SIT operates a free 24/7 emergency phone for international students. You can call this phone at any time, but only in emergencies (and remember that you should call 111 for the emergencies above). The number is 0800 SIT 111 (0800 748 111).

General Information



No smoking

SIT is a smokefree campus. Smoking is not allowed anywhere on any SIT campus. Please refer to the 'Important Policies' section, page 13.



Alcohol

No alcohol may be consumed or carried on campus during class activities unless you have prior permission from the Chief Executive Officer. Do not turn up to class intoxicated. You are able to consume alcohol in the Bungalow Restaurant and the Café within their licensing agreements.



Drugs

The use or carrying of prohibited drugs on campus is illegal. If you carry or use drugs, or are suspected of doing so, you will be reported to the police immediately.



Lost property

If you find any property that is not your own, Please hand it into the main Reception, across the road front the International Department.



Library regulations

Your Student ID card must be presented to borrow any items. If items are lost or damaged you will be charged for the replacement cost and fines incurred. Food may not be consumed in the Library. Drinks are allowed in sports bottles and mobile phones must be switched off in the Library.



Parking

1. Invercargill campus: there is limited student parking available off Forth St, Ythan St, Conon St and further East of the Bungalow Restaurant for \$2 a day. Parks are available for students with a disability. Students are not permitted to park in staff car park areas. Offence notices and wheel clamps are used on campus for illegal parking. A fee will be charged to removed clamps.
2. Invercargill Downtown campus: No free parking available.
3. Gore: Free parking on campus.
4. Christchurch: Free parking on campus
5. Queenstown: Free parking area just past Hannahs on your right (obtain passes for carpark from Queenstown Campus Reception).



Bikes

Bike stands are provided for those who choose to bike to campus. You are not permitted to bring or leave bikes inside buildings. It is your responsibility to lock your bike up safely and SIT cannot be held responsible for any loss.



Health and safety

If you are working in a lab/workshop, you must abide by the Health and Safety regulations (eg. wear the required protective clothing). You must be familiar with the fire/evacuation procedures. For full details refer to your Programme Handbook.

Student Services

24 / 7 help

The team at SIT International are trained in the New Zealand Government's Code of Practice for the Pastoral Care of International Students. We are available on campus to discuss and assist with life issues, accommodation, visas and academic queries. In case of emergencies after hours, a member of the international team can be contacted on a 24 hour free-to-call number: 0800 748 111.

Childcare centre

SIT runs an award-winning Childcare Centre. Our professionally trained and experienced staff provide a curriculum that will enable the child to develop, grow, have fun and allow "Learning for Life". Refer to our website for more information on bookings and costs. The centre is located on the corner of Ness and Eye Streets. Phone: +64 3 218 3604.

Counselling

SIT Counsellors are available to discuss any issues you may be experiencing, whether it be with your academic study, your relationships or your general sense of well-being. Counselling can help you look at the issues and make changes if you want to. This service is free and confidential. Phone +64 3 211 2699 extension 8781.

Course advice

The SIT International Team can provide advice to help you choose the best programme of study for you. We can guide you to an appropriate programme whether it is your first introduction to tertiary studies or you are seeking postgraduate opportunities.

Disability liaison service

The Disability Liaison officer provide free assistance to students identified as having a disability or impairment. The service includes advice, access to specialised equipment, examination assistance and specialist software. For issues relating to discrimination, harassment or disability support, phone +64 3 211 2699 extension 8752 or email disability.liaison@sit.ac.nz.

Chaplain

SIT's Chaplaincy is offered free to all students. Pastoral and spiritual care is offered without prejudice to culture or belief. The service is accessible, impartial and confidential. Phone +64 3 211 2699 extension 8721 or email chaplain@sit.ac.nz

Prayer room

A number of options are available to you to observe your personal commitments. Our resident Chaplain will discuss with you where you can pray, depending on your denomination. Phone +64 3 211 2699 extension 8721 or email chaplain@sit.ac.nz

Computers

Students have access to a range of computer suites to undertake course work. Rooms B2-09 and B2-10 are available 24 hours a day to students who have access cards (available from the Facilities Department). Students must attend a Network User License Workshop.

Fitness centre

SIT's modern on-campus gymnasium is equipped with quality fitness equipment. Various programmes can be provided including specialised sports, rehabilitation, weight loss, strength, stamina, flexibility, toning and general fitness. Phone: +64 3 211 2699 extension 8708.



Health centre

SIT's health centre provides free and confidential services to all students, with a Registered Nurse on duty daily to help students with any health-related matters. The nurse can refer you to specialist professionals or agencies, such as an optician or family planning. Phone: +64 3 211 2699 extension 8874

Learning assistance

The Learning Assistance Officer is located in the front foyer of the SIT Library, and provides workshops and individual assistance with study plans and skills, time management and exam preparation. The LA officer also coordinates a peer tutoring scheme designed to help students experiencing difficulties in class. Peer tutors are competent in their course area and have training in teaching techniques. Phone: +64 3 211 2699 extension 8796.

Library

SIT's Library is newly refurbished, warm, light and spacious – an ideal study and research centre. Meet your information needs with the Library's collection of specialised texts, magazines, cassettes, DVD and electronic databases. The Library has a staff of professional Librarians who are always available to help. Phone: +64 3 211 2699 extension 8836

Lost property

Please contact the main reception if you have lost property. Please take care of your possessions; SIT is unable to accept liability for loss of student property.

Native speaker support

For important discussions, SIT can provide native speaker support for speakers of a range of languages, such as Vietnamese, Chinese, Japanese, Korean, Nepalese and Thai. This free service can be requested, in advance, through the International Team. We also provide a range of information in a variety of languages.

Pasifika student support

SIT's Pasifika Coordinator is able to provide assistance and support for students from the Pacific Islands. The coordinator can help you liaise with other staff and maintain links with local Pasifika communities and activities.

Student activities / Employment

SIT's dedicated activities officers organise sporting and cultural events for students all year round. They can help you get involved in sports, clubs and other activities around the region. They also organise free lunchtime meals and SIT's participation in New Zealand's UniGames. Phone: +64 3 211 2699 extension 8841.

Visas

Helping students with their visas is business as usual for us. Every week we help our students update their visas, whether it be a renewal of your student visa or an application for a job search visa. We are experienced in providing advice and information for students on how to apply to Immigration New Zealand and what to expect.

Other facilities

Other facilities and services you may find useful include:
 Student Café – located in the Administration Building, Tay Street
 The Vault Café – located at SIT Downtown in the SIT Arcade between Don and Esk Streets
 Centrestage Cinema – SIT recently invested \$40,000 on a movie cinema for our students, with unparalleled picture and sound.
 Centrestage Theatre – free drama and music concerts are held for the public here on Thursdays and Fridays.

Employment support

By studying at SIT, not only will you gain a world-class qualification, you will also receive comprehensive support to find employment. SIT employment support is available to both students and recent graduates.



Computers and Printing

Please respect our computer labs! They have been purchased to benefit your learning. If you abuse or misuse any computer equipment you may face disconnection from the network and also be prohibited from attending any class that makes use of computer facilities.

How do I log onto the system?

For your first log on:
Your Login Name = is your student ID number
Your password = first letter of last name and ID number

E.g. student Fred Dagg with ID number 1234567
His username will be: 1234567
and password will be: d1234567

You must not share your login details with anyone else - your login is for your use only.

How do I manage my password?

The "Password Portal" will enable you to reset your password. It can also be used if you have forgotten your password. Simply go to the "Password Portal" link on the "MY SIT" website (<http://my.sit.ac.nz>), complete three security questions, and you're sorted! Once this is set up, if you forget your password or want to change it, you can just go to the website, answer your questions and choose a new password. A helpdesk request is not required to change your password/remember your password.
What is "MY SIT"?
"MY SIT" is a one-stop website for all SIT students at <http://my.sit.ac.nz>. There you can:
View your study details and results
Print a web transcript
Change your contact details
Make payments
Access your student webmail
Access 'Blackboard'
Read notices and announcements
See upcoming events and the latest posts from SIT's Facebook page
View and post announcements on the internal Bulletin Board
Access the Library Catalogue
Log a job with the IT Helpdesk

What is Blackboard?

Blackboard is SIT's learning management system. Learning materials and resources for both onsite and distance learning students are all available on the Blackboard website. You can access Blackboard from the "MY SIT" website.

SIT IT Helpdesk

If you ever have computer problems, please phone the Helpdesk on 0800 748 435 or email them on helpdesk@sit.ac.nz or log a job via the "MY SIT" website. Please ensure that you give them your student ID, your name, the PC ID number, your room number, and a good description of your problem. The Helpdesk will give you a job reference number. Please keep that job number for future correspondence. And be polite - they are there to help you!

Internet usage

You are expected to use the internet for the purposes of programme related work. If you use the Internet for any other purpose, including visiting and/or downloading material deemed illegal or offensive, you will immediately be disconnected, who regularly check what sites have been visited. Maximum download allowance is 500MB per week.

SIT printing credits/photocopying

When you start your course you will be given 250 printing credits. There is only ONE free allocation of 250! Extra print credits can be obtained at the Enrolment Counter, Tay St Reception - minimum of \$8.00 top-up (for 100 credits). Residual credits at the end of the course are not refunded to students.

Photocopying credits can be obtained at the Enrolment Counter, Tay St Reception. Then all public area copiers will be available for your use.

What if the printers run out of paper?

See the Main Reception if the computer room is out of paper.

24 hour computer access

If you would like 24 hour computer access, you must go to the Facilities Department to have your ID card loaded with access (no charge). Computer labs are located in B Block (B2:09 and B2:10).

No drinking or eating is permitted in computer labs
For full details on computer security and after hours policy refer to your Programme Handbook.

Backing up your work

It is your responsibility to make regular backup copies of your data to ensure your work is not lost in the event of a system error. SIT will not be responsible for student data files.

Your Study

Attendance and absences Getting to class on time

You are expected to arrive on time for your class. Consistent late attendance will be a breach of the terms of study and could lead to disciplinary action.

You must communicate with your Tutor/Head of Faculty if you are sick, or need time off.

If you are absent for more than three days, you will need a medical certificate from your Doctor, or SIT Health Nurse.

Attendance requirements

Immigration New Zealand requires that you maintain 100 per cent attendance in your programme. If you do not keep to this requirement, your current student visa may be revoked and/or future visas put at risk.

Assessments

Your tutor will outline all assessment details at the start of your programme.

What happens if I fail an assessment?

If you do not succeed in an assessment(s), you may be permitted a resit. Each programme has its own rules for resits and reassessments. There may be a limited timeframe for resits, a limit on the number of resits, or no resit allowances, so please confirm the details with your Tutor. If you want to know how you are progressing academically, feel free to talk to your Tutors, or check your results online (www.sit.ac.nz)

What happens if I can't make it to the assessment or exam because of sickness or injury?

If this is your situation, you may be eligible to apply for an aegrotat pass. To apply you need to send your supporting evidence (eg medical certificate) to the Head of Faculty as soon as possible. If your Tutor can show that your work to date has been of an acceptable standard, then you may be granted an aegrotat pass. If your work was not of an acceptable standard you will not receive an aegrotat pass.

Assessments and exams are over... what if I think that I genuinely deserve a higher grade?

In this instance you may want to apply for a reconsideration. You should take this matter up with either your Tutor, Programme Manager or Head of Faculty as quickly as possible.

It is so much better if you demonstrate your competency and knowledge the first time. Re-sits are time consuming, inconvenient to all parties, and may cost you money.

SATISFACTORY COMPLETION

The requirements for satisfactory completion of your course are available under each programme on our website www.sit.ac.nz and/or in your Programme Handbook. These requirements cover attendance of classes, completion of modules/credits, completion of assessments, and some programmes have additional requirements such as undertaking work placements. It is your responsibility to be aware of these requirements and fulfil them, in order to be eligible to graduate.



International Students in campus

Important Policies

Student code of conduct

Students enrolled at Southern Institute of Technology shall at all times behave with consideration towards fellow students and members of staff and other SIT stakeholders.

In particular, students are required:

1. To complete enrolment procedures and make arrangements for the payment of any applicable fees, before attending classes.
2. To comply with the stated provisions of the Zero Fees Scheme in order to retain their eligibility (where applicable).
3. To attend all scheduled classes in which they are enrolled. Any student who is unable to attend a class should telephone the teaching staff member concerned, the Faculty Secretary, or other designated person. Any student missing a scheduled class without prior notice and/or a genuine reason, will be recorded as absent from that class.
4. Not to engage in any behaviour which disrupts the study or campus environment or affects the physical or emotional wellbeing of other students, staff or members of the community.
5. To observe all regulations governing the use and misuse of computing equipment, including software piracy, after-hours laboratory use, and e-mailing, accessing or downloading any prohibited or offensive material.
6. To abide by the health and safety procedures established by SIT, including the wearing of designated protective clothing (including footwear and safety glasses) for specified areas or activities.
7. To refrain from using cellular phones for any purpose during any timetabled class or assessment.
8. To comply with all expectations of conduct during assessments and examinations, and not to engage in any malpractice, which may misrepresent results or otherwise give one student an unfair advantage over others.
9. To respect the intellectual property of others and throughout the course of study avoid plagiarism through use of appropriate referencing and acknowledgements.
10. To conduct themselves appropriately during any field or study trip or participating in any off-site activity arranged by SIT. Alcohol is not to be consumed on any field trip or in any SIT vehicle.
11. To act responsibly and follow supervisors directions, whilst undertaking off-site practical or workplace activities, or participating in any off-site activity organised by SIT.
12. To return all SIT property in their possession – including library books – upon completing a course of study.
13. To respect the environment by refraining from littering, and by not damaging or defacing any SIT property.
14. To comply with the non-smoking regulations governing all SIT buildings and vehicles.
15. To obey all directives while driving on SIT property, including speed limits and parking restrictions.
16. To refrain from bringing alcohol on to SIT property, and not to attend any class under the influence of alcohol.
17. To observe current legislation which prohibits the use or possession of drugs. Any student suspected of carrying or using illegal drugs on SIT property will be reported to the police.
18. To comply with SIT's Drug and Alcohol policy and agree to undertake any testing that may be required by that policy.

Student Charter

Students may expect:

1. Accurate advice about programmes of study prior to commencement.
2. Clear information at orientation to a programme of study on the subject content, objectives, assessment procedures, assignment requirements, timetable, textbooks and learning mode(s).
3. Competent teaching in a safe and supportive learning environment.
4. Respect for personal dignity which includes sensitivity towards meeting cultural needs, and freedom from any form of harassment or coercion from others.
5. To be consulted as required on matters relating to programme operations that may affect students.
6. Reasonable access to appropriate members of staff to discuss course related matters and concerns.
7. Sufficient access to information advice and other support services that may facilitate a student in the successful completion of their programme of study.
8. Assessments which are valid, reliable and timely.
9. Regular feedback on achievement, including the return of marked assessments within a reasonable timeframe.
10. Appropriate supervision and appraisal of staff. (Such records are not available to students.)
11. Complaints and appeals procedures that are accessible to all students.

Referencing and plagiarism

Each year, many international students fail to reference their work properly. We strongly encourage you to familiarise yourself on our referencing requirements. Ask your Tutor if you need clarification on referencing. Failure to reference properly may impact on your ability to successfully complete your programme.

To ensure that all student work is original, students MUST reference their work. SIT considers plagiarism (non-referencing) to be a serious matter which may result in disciplinary action.

Examples of plagiarism include:

- Using information, ideas or a direct quotation from another author, without appropriate referencing.
- Allowing your work to be copied by another student for their own purposes.
- Using information in its original form, or in a disguised form (through minor word changes or format alterations), without referencing.
- Obtaining work written by someone else and then submitting it as your own work.

Tutors may use anti-plagiarism software to assist with the detection of plagiarism. There are many ways to reference your work so please check in with your Tutor to find the right style. For full details refer to your Programme Handbook.

Points for success

Plan to succeed! We hope these suggestions will help you achieve your study goals.

1. Take notes of all key points. Good note taking is a key to future success.
2. If you don't understand something, ask for clarification. This is the time for you to learn!
3. Do your own work. Don't copy others as this will not help you remember. It may also cause you to fail when work is being assessed.
4. Use information resources whenever possible. This is what future employers are going to expect you to do.
5. Complete theory during class/study time. And keep tutorial/workshop/workroom time for practical skills development and practical hands on experience.
6. Don't waste class time talking with others. It not only holds up your progress, but theirs also.
7. If any problems arise in your life please consult the student counsellor or your programme manager as soon as possible. Don't leave it until your learning is being affected by the problem.
8. Develop good time management skills. It is our experience at SIT that students who demonstrate good time management and attendance, also tend to achieve well.

The six principles of time management:

- i. Create a daily to do list
- ii. List goals and set priorities, A, B, C ...
- iii. Do 'A's first
- iv. Handle each piece of paper only once
- v. Do it now!
- vi. Ask: What is the best use of my time right now?

PGDipBE students at Start Up Weekend



- 12. Privacy of personal information held by SIT, and access to personal information held by SIT in accordance with regulations for such access.
- 13. Institutional quality assurance processes, including SIT’s Self Assessment process and External Evaluation and Review by external quality assurance agencies.

Code of practice

SIT is a signatory to the government’s Code of Practice for the Pastoral Care of International Students.

ABOUT THE CODE OF PRACTICE

When you come to study in New Zealand, your New Zealand education provider has an important responsibility to ensure that you are well informed, safe and properly cared for. To support this, the New Zealand government has developed a Code of Practice for the Pastoral Care of International Students (the Code).

The Code is a document that provides a framework for service delivery by education providers and their agents to international students. It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider.

The Code does not apply to concerns about academic standards. If you want more information on this, please refer to information provided on the New Zealand Qualifications Authority (NZQA) at www.nzqa.govt.nz

WHO THE CODE APPLIES TO

The Code applies to all education providers in New Zealand with international students enrolled.

The New Zealand Ministry of Education maintains a register of all education providers and exchange organisations that the Code applies to.

A SUMMARY OF THE CODE

The Code sets standards for education providers to ensure that:
High professional standards are maintained
The recruitment of international students is undertaken in an ethical and responsible manner
Information supplied to international students is comprehensive, accurate and up-to-date
Students are provided with information prior to entering into any commitments
Contractual dealings with international students are conducted in an ethical and responsible manner
The particular needs of international students are recognised
International students are in safe accommodation
All providers have fair and equitable internal procedures for the resolution of international student grievances.
The Code also has a process to go through if you wish to make a complaint.

HOW TO GET A COPY OF THE CODE

You can request a copy of the Code from your New Zealand education provider. You can also download a full copy of the Code of Practice at www.minedu.govt.nz. This can be downloaded in a number of different languages.

Complaints and appeals procedure

If you have a programme-related concern:

- 1. Address the complaint(s) with the programme Tutor.
- 2. If you are not satisfied with the outcome of the meeting, or if you are uncomfortable talking to the Tutor, take your complaint to the Programme Manager.
- 3. If resolution is not achieved there, the issue should then be referred in writing to the Head of Faculty.
- 19. The Head of Faculty will rule on the complaint. If you are unhappy with the outcome, you may appeal to the Chief Executive Officer; the Head of Faculty will advise you how to go about this.

If you have a non-academic concern:

- 1. Raise the matter with the individual involved.
- 2. If the issue remains unresolved, or you are uncomfortable talking to the individual involved, you may take the concern to the SIT Counsellor, Head of Faculty, Head of Section, Human Rights Officer or any other staff member, who will advise you on the best means to pursue the complaint. They will refer you to the appropriate person to consider and rule on your complaint.
- 3. If after you have received a written ruling on your complaint, you remain dissatisfied with the outcome, you will be advised by the person who ruled on your complaint on your rights to appeal to the Chief Executive Officer.

Remember that you are entitled to have a support person present at any meeting, and SIT has an appeals process available to you if your complaint is not satisfactorily resolved.

Copies of the full complaints and appeals policies are in your Programme Handbook and available from faculty offices.

Sexual harassment

You have the right to learn in an environment that is safe and free from coercion and discrimination.
It is SIT policy that sexual harassment is unacceptable and will not be tolerated.

Sexual harassment is any verbal or physical act of a sexual nature that is unsolicited, unwanted, unreciprocated, serious and/or persistent.

Such behaviour includes:

- Unwelcome and deliberate physical conduct/ contact
- Verbal comments or abuse
- Contact or activities including text messages, of a sexual nature, either overt or subtle, which may be accompanied by threats
- The abuse of power to gain sexual advantage
- Open display of sexist material

If you consider that you are being sexually harassed, you should let the harasser know immediately. If this is not possible and/or the unwelcome behaviour persists, then you should contact one of the contact people listed below.

SIT Invercargill Campus
Student Services
Toni Jones ext 8874

SIT Christchurch Campus
Peter Healey 0800 867 883 ext 3015
Sophie Kamariera 0800 867 883 ext 3052

SIT Gore Campus
Margie Halford 03 208 9833 |
0800 78 4 748

SIT Queenstown Campus
Pam Hulls 03 442 5375

If you break any of the outlined rules:

- 1. Your Tutor will generally talk about your unacceptable behaviour and this action will be recorded.
- 2. If misconduct occurs again, you will be given a final written warning. Your actions will be recorded and your Programme Manager/Head of Faculty notified.
- 3. If the misconduct occurs again, you are liable to be withdrawn from your programme of study.
- 4. If misconduct is deemed serious enough on the first occasion, you will be stood down from class, directed to leave the campus or (in serious cases) directed to withdraw from your programme of study immediately.

Privacy and confidentiality

Personal information about your progress may be shared, monitored, reported on and (if necessary) supplied to departments within SIT, as well as to certain external agencies. These agencies may include:

- Ministry of Education (MoE)
- New Zealand Qualifications Authority (NZQA)
- Studylink (for loans, allowances etc)
- Work and Income New Zealand (WINZ)
- Industry Training Organisations (ITO)
- Immigration New Zealand (INZ).

Depending on your course, there may be other agencies too (which you will be advised by your tutor). Information may also be forwarded to your employer if you are in an apprenticeship.

SIT students have a right to enquire about:

- The information that is being collected
- Why it is being collected
- Who will receive and hold the information
- If applicable, the law under which the information is being collected, and whether providing the information is voluntary or mandatory under that law
- The consequences (if any) for you if all or part of the requested information is not provided
- Your right to have access to, and request correction of any personal information.

You may request correction of any information held about you.

Withdrawal and refund policies

Refund due to programme cancellation

Should the Institute cancel the programme indicated on the student's Offer of Place before its due start date, an alternative may be made available to the student. If this alternative is not acceptable to the student, a full refund will be provided.

Accommodation Refunds

The following applies to all international students who utilise SIT Accommodation, including homestays.

- 1. When a student wishes to leave their accommodation, they must give a minimum of 14 Days written notice to SIT International and their accommodation provider (if different, eg. homestay host).
- 2. When a student does not give 14 days written notice, they must pay 14 days accommodation to the accommodation provider.
- 3. When a student is asked to leave their accommodation, they will need to pay for an additional seven days accommodation. Exemptions will be decided on a case-by-case basis.
- 4. When a student is away from their Homestay accommodation for a minimum of seven consecutive nights during a holiday break, they may be eligible for a reduced accommodation fee. This will be assessed on a case by case basis.
- 5. When a student has made an over payment to SIT when paying for them tuition fees, the credit balance will be transferred to the accommodation provider & used to meet all ongoing commitments for rent until the credit has been used. When the student moves from the accommodation, they can apply for a refund of the remaining credit balance, if applicable. If the student can provide evidence of an automatic payment that they have set up with the bank, then a refund of the remaining balance can be transferred.

Withdrawal and refund policy

Students should note that the Offer of Place is a contractual agreement for the full duration of their time at SIT. Payments indicate an acceptance of this contractual agreement.

Each request for refund is decided on its individual merits. There is no automatic right to a refund of fees if a student changes their mind about studying at SIT.

Refund due to visa status

A student who has paid fees for a programme, and is subsequently refused an initial visa by Immigration New Zealand, will be paid a full refund less \$600 for administration purposes.

A student who has paid fees for a programme and is subsequently refused a visa renewal by Immigration New Zealand on the basis of poor attendance, unsatisfactory academic performance and/or late visa application may apply for a partial refund. This will be assessed on a case bycase basis.

Withdrawal due to directive

No refund will be given if a student withdraws or is withdrawn due to a SIT, Immigration New Zealand or other legal directive.

Withdrawal before programme commencement

A student who withdraws 14 or more days prior to their programme's commencement will be entitled to a refund of 80 per cent of the tuition and resource fees. A student who withdraws less than 14 days prior to their programme's commencement will be entitled to a refund of 70 per cent of the programme tuition and resource fees.

Withdrawal after programme commencement

No fees are refundable for students withdrawing after their programme's commencement.

Programme commencement

The programme is considered to have commenced upon the student arriving onsite and signing their enrolment contract or the start of classes, whichever comes first.

Exceptional circumstances

Where exceptional circumstances arise which are beyond the student's control and which necessitate withdrawal from a programme of study, the student may apply to SIT for a partial refund. Information to support the claim for exceptional circumstances must be supplied in writing.

Bereavement or serious illness

Where students suffer a serious illness or a bereavement or medical illness in the family, SIT will, instead of providing a partial refund, hold the student's fees for a period of up to one year to be credited against possible re-enrolment. No refund will be available after that point.

Deferral of studies

Students who wish to defer their programme to the next intake must notify SIT International a minimum of two weeks before the programme starts. Students who receive a deferment are not subsequently entitled to apply for a refund.

Partial refund

SIT may, in its sole discretion, approve a partial refund on a pro-rata basis after consideration of the circumstances relevant to the case. A partial refund will be calculated after the resource fee and 40 per cent of the tuition fees are retained.

Impact of permanent residency on international fees

An international student who obtains New Zealand permanent residency or the rights to domestic student status while studying on a student visa, and provides evidence of such, is entitled to be treated as a domestic student. S/he will not receive a refund of fees for the semester during which the permanent residency is granted however the student will be entitled to pay domestic fees for subsequent semesters, and will be refunded any international fees paid for those semesters. For non-semestered courses, international fees are payable for the full year or period of study. If permanent residency is granted during that time, no part of the international fee for that year or period of study is refundable.

Processing of refund applications

All applications for refunds must be submitted in writing to SIT International. Students seeking a refund should complete a Withdrawal Form and attach any relevant written evidence.

Refunds will take into consideration any outstanding accounts or unpaid fees for programmes the student was enrolled on. SIT reserves the right to withhold payment of all or part of a refund to recover any outstanding debts a student has incurred with SIT.

All refunds will be paid in New Zealand dollars to:

- (a) The offshore account from which the fees were paid from, on receiving evidence that the student has returned home;
- (b) The agent who forwarded the fees, on receiving evidence that the student has returned home; or
- (c) To another institute from which SIT has directly received written evidence of an Offer of Place and a supporting letter written by the parents or the student.

Processing of refunds may take up to 4 weeks.

Application date

This policy, dated 01 February 2013, overrides all previous course refund and withdrawal policies issued by the Southern Institute of Technology. Refer to the SIT website for any subsequent changes.



SIT Invercargill Apartments



SIT Queenstown Accommodation

Living in New Zealand

Things you need to know about living in New Zealand

Bathing and showering

New Zealand homes have bath tubs, showers or both. Most homes have hot water cylinders and this contains all the hot water for the house. Unlike many other countries this creates a limit to the amount of hot water available. Our floors do not have drains and will not dry quickly, so do not splash around too much. After bathing you should wipe the bath tub and mop up the water on the floor.

Toilets

New Zealand toilets are used in the Western manner. This means that men either sit on the toilet seat or lift up the toilet seat and stand in front of the toilet bowl. Women always sit on the toilet seat. Most people use toilet paper rather than 'splashing' themselves. Toilet paper is usually flushed down the toilet but women's sanitary products are wrapped and placed in the receptacle provided. As most toilets are cleaned regularly, splashing them with water after being used is unusual or unacceptable. Always flush the toilet and leave the toilet clean and tidy after use.

Electricity

You may want to bring electrical appliances to New Zealand with you. New Zealand's electricity supply is 230 volts, single phase and 50 hertz. You will ruin your appliance if you plug it into the wrong supply. Please use a transformer. These are available in New Zealand.

Meal times

Usually meals in New Zealand are eaten between the following times during the week:

Breakfast: 7.00 am – 8.30 am
Lunch: 12.00 pm – 2.00 pm
Dinner/Tea: 5.50 pm – 7.30 pm

New Zealanders also enjoy short snack breaks called morning tea (10.00 am), afternoon tea (3.00 pm) and supper (8.30 pm).

Typical foods

Breakfast: Cereal, toast, fruit, juice or a hot drink.
Morning tea: Tea or coffee and a biscuit.
Lunch: Sandwiches with a meat or salad filling, fruit and juice.
Afternoon tea: Tea or coffee and a biscuit.
Dinner: Meat and three vegetables (usually includes potatoes). Sometimes a dessert.

Pets

Many New Zealand families have a pet, usually a dog or cat.

Cell phone information

You are able to purchase a new SIM card for your existing cell phone from retailers in Invercargill.

Bank Information

Student Packs are available from some of the banks in Invercargill. Some of these banks have an International Student Bank Account available.

Please take with you:

1. Your passport.
2. Evidence of your Enrolment at the Southern Institute of Technology. Or a copy of your Receipt.
3. An opening deposit.
4. Full address details – a letter will be supplied on arrival advising of your current address in Invercargill.

All of the banks are within walking distance of the Southern Institute of Technology. As most of the banks have a branch on Kelvin Street, with one bank on Esk Street and one bank on Don Street. Some bank will require you to make an appointment before visiting them.

IRD number applications

If you want to work while you are in New Zealand you will need to apply for an IRD number.

- Please complete and sign an IR595 application form. Available in your satchel or on the International information wall.
- Take the form to an Inland Revenue appointed verifier: NZ Post Shops and selected New Zealand Post retail outlets Or Automobile Association (AA) Driver Licensing Agents
- You need to also take your original passport and either your Student ID card or enrolment contract.



NZ Post or AA will:

- Verify your supporting documentation and return the originals to you.
- Forward your application form and photocopies to Inland Revenue.
- You should then receive your IRD number in the post within one working week.

Bus timetables and concession tickets

Bus timetables are available from the Information Wall in the English Language area. Students are able to buy bus concession tickets from Invercargill City Council.

Appointments

Please ensure that you do not make appointments during your scheduled class times.

Appointments

If you make an appointment for anything, it is customary in New Zealand to be approximately 5 – 10 minutes early. Most New Zealand businesses are exceptionally busy and have other appointments to attend to.

If you are unable to make the scheduled appointment time please ensure that you contact the person/business concerned before the time of the appointment and either re-schedule or advise of your intentions.

International student lounge

You are welcome to use the International Student Lounge located in the G Block, Room G1-219.

In the lounge for your use are microwaves, hot water, and a fridge for you to put your lunch in.

Supplied for you are tea, coffee, milo, sugar and milk only. You are advised to supply your own cup, plate and utensils. Once you have purchased these, they may be stored in the drawers under the bench.

Please also remember that the food in the lounge fridge is other students. Please remember to always wash, dry and put away all the dishes that you use.

The lounge has two computers for student use.

Please always remember to log off from your session once you have finished, as other students can go to sites that are potentially unacceptable. If you are locked out of the SIT computer system, you have been somewhere unacceptable to the Southern Institute of Technology's policy. You will need to apply to your Programme Manager before access will be re-instated.

Instructions for using SIT computers, email and Blackboard

Computers

While a student at the Southern Institute of Technology you will be given access to the computers on site. Students are reminded that the internet quota is 250 MB per week. This is first and foremost for your academic studies and not to download video or music clips.

There are two 24 hour computer labs that are available for students to use. These labs are available for your use except when the lab is booked for tutorials or other activities. Please respect other users while using these labs. These computers

are for class work and assignments not for downloading music and videos.
Please also note the computer access that you are given is not for spouses, partners or family members. Users must not allow another user to access their user code(s) without express permission of ITS.
Smoking, eating or drinking, playing music, videos and playing games in the laboratories is not permitted.

Email

You will also be given a student email address. You need to check it regularly as this is used for sending out all important student notices and items of interest.

Webmail

Go to <http://webmail.sit.ac.nz/>
Click on Student Webmail Login.
Enter your username and password. The username will be your student ID number, the password will be the first letter (lower case) of your last name followed by your student ID number. For example, if your surname is Choi and your student ID number is 123456, then you should type 123456 into the Username box and c123456 into the Password box. The first time you login you will be asked to change your password.
You will then have access to SIT email for communication.

Blackboard (Internet based support)

1. Important: Before you can access Blackboard you must login to SIT webmail first.
2. Type <http://blackboard.sit.ac.nz> in the web browser's address line or click the blackboard link on the intranet to display the Blackboard Login page.
3. Enter your username and password. Your username will be your Student ID number and your password will be the new password you created when logging into SIT webmail (above).

4. Press the Enter key to log into Blackboard and display the personalized Welcome screen.
5. Scroll down on the page to locate your course.
6. Click on the Blackboard course name to display the homepage for that course.
7. If you need help with Blackboard, please visit Blackboard Help and Support or contact the SIT helpdesk helpdesk@sit.ac.nz
8. We highly recommend that you become familiar with and continue to check Blackboard on a regular basis throughout your course. Facilitators will regularly post important announcements on the homepage for your attention, as well as upload answers for your Student's book and Workbook in Course Documents.
9. Please note and read the Computer Security Policy on page 42 of this handbook. If you have lost your internet access you have been at a site not permitted by the Southern Institute of Technology (this is recorded by the IT department) and will have to approach your Programme Manager to have your connection re-instated.

Excursions and Trips

From time to time the International Team organises day trips to different areas of Southland or excursions to interesting events or locations. A notice is placed on Blackboard and also in the SIT Bookshop if you would like to be included on the event that is being advertised. The events normally have limited availability of seats.
If you find that you will be unable to attend please be courteous and advise the organiser as soon as possible so that others are able to attend.
Please note that these events organised by the Southern Institute of Technology are alcohol and drug free.

Safe

You might be hitch-hiking, walking home or using a taxi late at night. Now you can register your whereabouts on a central database via text message and in the unlikely event that you go missing, the police can access the information you recorded.

How does it work?

You send a free text message to 7233 (SAFE) using your Telecom mobile.
For each text you send to SAFE, Telecom records the date and time the message was sent, as well as the mobile phone number and the message content.
Each message receives an automated response that states: "Telecom has received your message and will archive your information. If you feel under threat or are in danger please call 111 and request Police assistance."

Important note

This service is in no way a replacement for calling 111 if people are in danger or feeling threatened. The messages are not monitored and will only be accessed following a formal approach from the police.

How could I use SAFE?

Here are some examples of how the service could be used. Remember to record your movements and details precisely as in New Zealand towns and rural areas, you'll often find the same names used, e.g. High St occurs in many towns and suburbs.

"Hitching from Gore at 9.30 to Invercargill car registration ZX12343."
"Leaving Courtney Place, Wgtn at 10pm to walk home to Island Bay via Adelaide Rd."



Important to know

- SAFE stores text messages only - pxt or video messages will not be accepted.
- SAFE is available on the Telecom mobile network for text capable 027 and 025 mobiles.
- Police only require the mobile number of the missing person to access the service.
- Text message to SAFE are held in the database for two months. Older messages can be retrieved, but will take longer to access.



Declaration

I, _____

, have read and have understood the information provided, including my rights and responsibilities, that are described within this student handbook.

Signed: _____

Date: _____

Please note this declaration needs to be presented to the International Department before getting your ID card.

Should you not understand any of the information in this Handbook, please contact your International Student Contact.







CONTACT

Building G2, 133 Tay Street, Invercargill

Phone: +64 3 211 2699 extension 8826

Freephone: 0800 478 839 extension 8826 (within NZ)

Office hours: Monday to Friday, 8:30 am to 4:30 pm,
except public holidays

After hours emergency contact: 0800 SIT 111

Email: international@sit.ac.nz

www.sit.ac.nz