



NEW ZEALAND
COLLEGE of MASSAGE



THE NEW ZEALAND COLLEGE OF MASSAGE
New Zealand's leading Massage Therapy Tertiary Provider

STUDENT HANDBOOK 2017

WELLINGTON AUCKLAND CHRISTCHURCH



All costs and other details in this Student Handbook are accurate at the time of print and may be subject to change. NZCM reserves the right to adjust fees or curriculum.

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Welcome

Welcome, Kia ora, Talofa lava,
Malo e le lei, Bula vanaka!

The New Zealand College of Massage (NZCM) is New Zealand's leading provider of Massage Therapy education. Welcome to NZCM!

Established in 1993, our ambition has always been to provide outstanding tertiary education and opportunities for people passionate about a career in the Massage Therapy industry.

NZCM is a Category 1 provider, which means that we have earned the highest possible confidence rating from the New Zealand Qualifications Authority in our educational performance and capability.

Therefore, you can study at NZCM with the utmost confidence, knowing that our programmes and courses are relevant, cutting-edge and highly regarded domestically and internationally.

NZCM is the only national massage education provider in New Zealand, with sites in Auckland, Wellington and Christchurch. We are proud of the fact that NZCM is one of very few providers in the world to offer a degree level massage therapy programme.

We work very hard to provide an ever-evolving environment, where students are constantly challenged to meet industry needs, and to learn the skills that employers require.



MISSION

To provide learners with the necessary skills, knowledge and attitudes to attain employment and career opportunities in the massage therapy, mobility and wellness industries. NZCM will focus on medical massage and treatments that are evidence-based and that support successful jobs and businesses.

NZCM will remain strategically relevant by meeting the growing needs of an ageing, more sedentary and stressed society, where there has been a commensurate increase in the need for rehabilitative and specific treatment services. In support of its Mission, NZCM will cover such areas of study as (but not limited to) Manual Lymphatic Drainage, Oncology Massage, Neuromuscular Therapy, Trigger Point Therapy, Soft Tissue Mobilisation, establishing and running a successful massage practice, sales and marketing strategy, financial accounting for a successful massage practice, developing multiple income streams in a massage business, branding and business marketing development and planning, and operational planning.

NZCM has a commitment to ensuring equitable access to its programmes for priority learner groups such as Maori and Pasifika, under 25 year-olds and females, in addition to its traditional demographic intakes of students (mainly over 25 years of age, mainly female, and generally with existing qualifications).



Taulalo Fiso
Group Director



NZCM GOVERNANCE STRUCTURE

In 2015 NZCM was purchased by The Intueri Education Group (Intueri), a publicly-listed group of Private Training Establishments. NZCM's Governance and strategic vision are provided by Intueri and the NZIS/NZCM Senior Leadership Team, the Academic Advisory Group and the International Advisory Board. These boards provide important links with the sport, fitness and recreation industries, both domestically and internationally.

NEW ZEALAND
COLLEGE of MASSAGE



SENIOR LEADERSHIP TEAM

Mr Taulalo Fiso	Group Director
Mr Nick Burrow	Senior Manager Operations
Mr Andreas Kasoulides	Senior Manager Quality Assurance and Systems
Dr David Lillis	Academic Manager
Mr Darryl Arnold	Marketing & Business Development Manager
Mrs Sarla Patel	Financial Controller

ACADEMIC ADVISORY GROUP

Dr Bruce Knox	Chair
Dr David Lillis	Academic Manager
Dr Elozor Shneider	External Consultant
Ms Susan Henricksen	College of Natural Health and Homeopathy
Ms Simonne Thompson	Supervisory Tutor (Auckland)

INTERNATIONAL ACADEMIC ADVISORY BOARD

Colleen MacDougall	Executive Director and Registrar for Natural Health Practitioners of Canada Association
Susanne Rimberg	Owner and Director of Belton Massage and Wellness
Nathan Nortstorm	Past President for American Massage Therapy Association
Glenath Moyle	Program Director for Virginia College of Savannah

KEY STAFF	
Administration	
Nelie Napadao	Site Administrator (Wellington)
Renee McLean	Site Administrator (Auckland)
Cynthia Landels	Maintenance Supervisor
Lyn Wayman	Librarian
James Wang	IT Systems Administrator / IT Manager
Shaun Sum	Financial Accountant
Nicole Wang	Finance and Enrolments Officer
Tutorial Staff	
Simonne Thompson	Certificate / Diploma Tutor (Auckland)
Rebecca Adlam	Certificate / Diploma Tutor (Auckland)
Sandra Storz	Certificate / Diploma / Degree Tutor (Auckland)
Rachel Kearney	Student Clinic Manager / Tutor (Auckland)
Jade Cooper	Certificate / Diploma Tutor (Auckland)
Toni Bryant	Diploma Tutor (Auckland)
Marcus Tidwell	Lead Tutor (Wellington)
Carol Wilson	Certificate / Diploma Tutor (Wellington)
Joanna Tennent	Certificate / Diploma Tutor (Wellington)
Trevor Hamilton	Certificate / Diploma Tutor (Wellington)
Bridie Munro	Clinic Supervisor / Student Services/Assistant Tutor
Veresha Padayachee	Certificate Tutor (Christchurch)
Linda Myers	Certificate / Diploma Tutor (Christchurch)
Linzi Thorburn	Certificate / Diploma Tutor (Christchurch)
Jo Crawford	Site Administrator (Christchurch)
Marketing Team	
Darryl Arnold	Marketing & Business Development Manager
Willie Toelau	Marketing and Student Recruitment (Auckland)
Olivia Williams	Marketing and Student Recruitment (Christchurch)
Rajen Pulai	Media Coordinator



KEY DATES 2017	
JANUARY	
9	NZCM Office Opens
23	Wellington Anniversary
30	Auckland Anniversary
FEBRUARY	
6	Waitangi Day
7	Semester 1 and Term 1 Starts
MARCH	
6	Degree Programme Starts
APRIL	
13	Term 1 Ends
14	Good Friday
17	Easter Monday
25	ANZAC Day
MAY	
1	Term 2 Starts
22-26	Sports Exchange
29 -1	Samoa Language Week
JUNE	
5	Queen's Birthday
JULY	
7	Semester 1 and Term 2 End
24	Semester 2 and Term 3 Starts
31-3 August	Cook Island Language Week
SEPTEMBER	
4-7	Tonga Language Week
11-14	Maori Language Week
29	End of Term 3
OCTOBER	
16	Term 4 Starts
16-19	Niue Language Week
23	Labour Day
NOVEMBER	
10	Degree Programme Ends
17	Canterbury Anniversary
DECEMBER	
15	Semester 2 and Term 4 End
5-15	Graduation Weeks
22	Office Closes

NZCM SITES

Location: Where can you find us?

NZCM sites are centrally located in Auckland, Wellington and Christchurch.

These are central city locations and are close to all necessary amenities.

AUCKLAND

382-384 Manukau Road, Greenlane, Auckland

PO Box 9865, New Market, Auckland 1149

New Zealand

Phone: (09)522 5522

Email: Auckland@nzcm.ac.nz

0800 NZCM NOW

NZCM Auckland is situated in Epsom. Students will be able to experience the cafe lifestyle, with a range of services, including entertainment, a library and much more. Also, the site is close to the major arterials of the city: Mount Eden, One Tree Hill and Newmarket.



Auckland Campus

WELLINGTON

Level 9, 76-78 Manners St, Wellington

PO Box 24206, Wellington 6142

New Zealand

Phone: (04) 385 8400

Email: Wellington@nzcm.ac.nz

0800 NZCM NOW

The NZCM Wellington site is situated on Manners Street, the centre of Wellington city. This campus is close to all facilities, including cafes, cinemas, theatres, shops, gyms and the library. The campus offers great massage opportunities: beautiful clinic rooms and classrooms.



Wellington Campus

CHRISTCHURCH

66B Wharenui Road, Riccarton, Christchurch

PO Box 8245, Riccarton, Christchurch 8041

New Zealand

Phone: (03) 978 0367

Email: Christchurch@nzcm.ac.nz

0800 NZCM NOW

The NZCM Christchurch site is situated at Wharenui Road. The site hosts a sizeable recreational facility and an on-site commercial-size gym, providing great therapeutic massage opportunities including student clinic rooms and excellent classroom facilities. Students can park right at the door in our a large car parking space. The site offers 2000 sqm of shared recreation and student areas. The Christchurch site is just a short walk to Wharenui Swimming Pool and Westfield Mall, Christchurch's biggest shopping centre and cinemas.



Christchurch Campus entrance



PROGRAMME OVERVIEW

Programme Objectives

At the successful completion of NZCM programmes, students should be able to:

- Understand the theoretical knowledge that underpins the various aspects of massage therapy.
- Apply these theories in a variety of practical situations.
- Utilise a range of marketable skills which are appropriate to a variety of clinical settings.
- Participate effectively and responsibly in the workplace.
- Identify and develop their personal and professional skills and abilities within the massage therapy and health sectors.
- Develop programme planning and programme delivery in a variety of settings.

Most importantly, students will be able to see relevant pathways in their education from Level 4 to Level 7.

Placements/Sports Exchange

Work experience involves placement agreements to ensure fair and valid assessment, clear outcomes for students and full compliance with Health and Safety regulations.

A number of field trips will take place during the year. Students need to be aware of the commitment and time required for planning and completing field trip exercises. Where appropriate, students may be involved in group fundraisers to reduce student costs.

NZCM attends the NZIS Sports Exchange annually. Students from NZIS in Wellington, Christchurch and Auckland participate between campuses in a variety of sports. This exciting competition is a chance for NZCM students to practice their skills in supporting sporting teams and participating in fun, social interaction and healthy competition.

NZCM students are also encouraged to join NZIS sports teams.

Practicals

Students will be required to complete a series of practicals which will help to enhance the practical skills taught in class.

Practicals are usually completed outside of class hours.

Students normally work on family or friends, submitting a practical report detailing a range of massage sessions, techniques used and other considerations.

Tutors assess the practicals and give valuable feedback on a student's hands-on skills, while giving students confidence in working with external clients.

Clinic Placements & Work Experience

Work experience and clinical placements involve industry placements, events and work within the Colleges' student-run clinic.

As part of their learning, students will be required to gain industry experience within work placements throughout the year. Students are given opportunities

to complete work placements in areas of interest, where they will gain valuable work skills and experience. Students are required to keep a logbook of their activities, which will form a record of the skills developed in the work environment.

Work placement is a compulsory part of all NZCM programmes and is integral in terms of positive labour market outcomes for students.

Work placements may see students being placed with:

- Local sports clubs and associations
- Commercial fitness centres
- External sporting events
- Recreation centres and aquatics centres
- Regional sports teams
- Local hospices

NZCM Qualifications

NZCM is an NZQA-registered and accredited provider of tertiary qualifications. Our Auckland, Wellington and Christchurch sites each offer a broad range of qualifications relevant to the massage therapy industry, along with experienced knowledgeable teaching staff. From full tertiary qualifications and continual education courses, to short interest courses - NZCM is opening doors for our graduates and enhancing career opportunities.

Massage Therapy Programmes

Our massage therapy programmes are designed to cover a wide range of skills and knowledge required for diverse careers in the massage therapy industry. Our entry level programme, the NZCM Certificate in Relaxation Massage (Level 4), ensures that students have explored all aspects of the industry in preparation for higher level diploma and degree studies.

Student Learning Resource - Moodle

Moodle is a very popular web-based Learning Management System. At NZCM we use Moodle to share teaching and learning materials (Power Points, hand-outs, quizzes and assessments etc) between tutors and students. Moodle is easy to learn and use, but we will provide a tutorial on Moodle for all students at the start of the academic year.





NZCM Certificate in Relaxation Massage (L4)

Key Facts

- 7 months part-time (Weekends)
- Career opportunities
- 30 hours student clinic experience

Relaxation massage brings about a general sense of unwinding in the body and reduces muscle tension. It assists general health and immune function and may reduce the effects of stress, anxiety and trauma.

Pressure may be lighter or deeper, depending on the client, and may be general or more focused on particular muscle groups. Research studies show that touch is essential for health and well-being.

Programme Objectives

- This programme combines instruction on current relaxation massage techniques and quality of touch, with relevant information on the human body.
- Learn to apply a wide range of relaxation and deeper massage techniques, with a focus on quality of touch, while practicing the importance of correct body dynamics as a massage therapist.
- Develop consultation skills with client questionnaires, feedback and assessment to work with healthy and well people.
- Be introduced to all of the body systems, especially the musculoskeletal system, where you will experience hands-on learning in relation to the body's superficial muscles.
- Explore reflexology and aromatherapy and expand your skills with on-site chair massage, sports massage and hot stone therapy.
- Learn how to run a successful massage business, ensuring a professional image and safe therapy practices.

Key Components

- Relaxation Massage Techniques
- Deep Tissue Massage
- Professional massage therapy equipment and use
- Sports Therapy - pre & post event massage
- Introduction to Human Anatomy & Physiology
- Massage setup, client assessment and draping techniques
- First Aid Certification - a requirement for all practicing health practitioners: including massage therapists
- Massage Practice Management -setting up your own massage therapy practice
- Introduction to Surface Anatomy

Massage Therapy Practicals

Throughout the programme, students will have an opportunity to earn credits through a selection of practicals. These practicals are based upon massage therapy learning experiences and skill development, and are intended to reinforce in-class practical tuition.

Practicals are assessed through methods such as:

- Collection of client information
- Case studies
- Student clinics
- Community placements

Practical Opportunities

NZCM students are encouraged to participate in a wide range of practical opportunities to enhance their experience base.

The ability to use friends and family to practice in-class learning is essential, with many practicals necessitating home-based study and massage.

NZCM practicals are designed to prepare students to work in real world environments such as spas and massage therapy clinics.

Entry Criteria

You must be over 18 years of age, with physical and mental fitness

Start / Finish Dates

10 February 2017 - 24 September 2017
or 5 May 2017 - 3 December 2017 (Auckland)

8 April 2017 - 26 November 2017 (Wellington)

7 April 2017 - 28 October 2017 (Christchurch)

Fees Schedule (Relaxation Massage) (L4)

7 months part-time (Weekends)

Tuition Fees (7 Month PTC Only) Incl GST	\$2900
Course Related Costs Incl GST	
Apparel	\$92
Textbooks	\$65
Clinic Linen Hire	\$80
Massage Starter Kit	\$30
Inclass Resources and Course Manual Cost	\$75
PC, Wireless and Internet	\$40
ID Card	\$12
CRC TOTAL	\$394

NZCM endeavours to provide course materials at the lowest price to students. However, students have the option to purchase textbooks and course equipment from other sources. Depending on your programme of study, some of the items on your course costs list may be optional.



New Zealand Diploma in Wellness and Relaxation Massage (L5)

Key Facts

- NZQA Level 5
- 1 Academic Year Full Time Programme
- Study in Auckland, Wellington or Christchurch
- 100 hours student clinic experience
- Approved for student loans for domestic students and allowances for full time domestic students.

The Diploma in Wellness and Relaxation Massage will provide many career opportunities including: self-employment, working alongside other professionals in a multi-health practice (e.g. physiotherapy, acupuncture, osteopathy or medical centres). Other opportunities include ski-fields, gymnasiums, cruise ships, tourism, spas, resorts, hotels, on-site corporate, rest homes and rehabilitation centres.

Programme Objectives

Health and wellness involves physical, emotional, spiritual, intellectual, occupational, and social health. Several New Zealand Ministry of Health studies have indicated the poor state of adult health and wellbeing in New Zealand. Thus, the goal of the NZCM is to produce knowledgeable, skilled, adaptable massage therapists who recognise their role within the wider healthcare community and contribute to improving health outcomes. The Diploma in Wellness and Relaxation Massage provides the required skills and knowledge. It also provides a pathway for further study, in particular to the Level 6 New Zealand Diploma in Remedial Massage (which will become available in 2018) and the NZCM Level 7 Degree programme.

The Diploma in Wellness and Relaxation Massage is a 36-week programme that gives you the understanding, skills and attributes of a successful wellness and relaxation massage therapist - human function, health and wellness, massage skills, and professional practice.

Key Components

Key components of the Diploma include:

- Normal anatomy and physiological functioning of each of the human body systems and how they underpin massage therapy practice.
- Neuromusculoskeletal anatomy and relevant surface anatomy to provide theoretical and practical foundation for wellness and relaxation, remedial and sports massage therapy practice.
- Client assessment, session planning, evaluation and management including goal management, evidence base for choice of intervention, safety considerations, ethical and professional and cultural requirements.
- Wellness and relaxation therapies interventions including relaxation massage techniques; wellness techniques; muscle-specific massage techniques; healthcare programming for stress and wellness interventions; client education.
- Underpinning knowledge: history of massage; body mechanics and practitioner self-care practices; principles of massage; evidence-based effects of massage therapy (including indications and contraindications); stress and wellness theory; stress management; scope of practice; boundaries; ethical considerations; professionalism; professionalization; multicultural practice; Te Tiriti o Waitangi.

Massage Therapy Practicals

Students will have an opportunity to earn credits through a selection of Practicums. These practicums are based upon wellness and relaxation massage learning experiences and intended to reinforce in-class practical tuition. Practicums are assessed through methodologies such as:

- Practical Massage Practicums
- Client Information Collection
- Case Study
- Student Clinic
- Community Placements

Practical Opportunities

NZCM students are encouraged to participate in a wide range of practical opportunities to enhance their experience base. The ability to use friends and family to practice in-class learning is essential, and many practicums require home-based study and massage.

NZCM's practicums are designed to prepare students for work in real world environments such as Spas and Massage Therapy Clinics. All practicums refer to standard industry practices and processes.

Entry Criteria

- Be over 18 years of age, and have a good level of physical and mental fitness
- 42 credits at NCEA Level 3, with 14 credits in two of the following subjects: Chemistry, Science, Biology, Health Studies, Physical Education
- Literacy requirements – 8 credits at Level 2 (or higher)
- 4 credits in reading and 4 credits in writing
- Discretionary admission is available

Start / Finish Dates

7 February 2017 - 1 December 2017

Fees Schedule (Wellness and Relaxation Massage) - L5

Tuition Fees Incl GST	\$6800
Course Related Costs Incl GST	
Apparel	\$92
Clinic Linen Hire	\$160
Massage Starter Kit	\$30
Inclass Resources and Course Manual Cost	\$150
PC, Wireless and Internet	\$80
ID Card	\$12
CRC TOTAL	\$524
Recommended Course Items	
Textbooks	\$594
Recommended Total	\$1118



NZCM Diploma in Health Sciences Therapeutic Massage (L6)

Key Facts

- 1 Academic year programme at NZQA Level 6
- Including the NZCM Certificate in Relaxation Massage
- 80 hours student clinic experience

Therapeutic massage offers many career opportunities, including: self-employment, working alongside other professionals in a multi-health practice (e.g. physiotherapy, acupuncture, osteopathy or medical centre).

Programme Objectives

- Therapeutic massage is an exciting and fast-growing health modality, nationally and internationally.
- This qualification provides practitioners with the ability to assess dysfunction in the soft tissues of the body and to apply techniques for change.
- Build on your relaxation and deeper massage techniques by applying assessment findings and modifying therapeutic massage techniques to treat a range of clients with moderate soft tissue dysfunction.
- Learn to apply massage to 'special' populations, including the elderly, pregnant women, clients with disabilities, chronic or life-threatening illnesses or high stress levels.
- Explore advanced techniques of Neuromuscular, Trigger Point Therapy and Myofascial Techniques to treat and manage soft tissue and musculoskeletal dysfunction and disability.
- Gain deeper understanding of the human body with Anatomy & Physiology, then consider implications when disease and dysfunction are present in a client.
- Experience a hands-on approach to learning about the muscles, their actions, and how to include your findings within treatment planning.

Key Components

Includes all components of the NZCM Certificate in Relaxation Massage and additionally:

- Advanced Neuromuscular and Trigger Point Therapy
- Myofascial techniques to treat and manage soft tissue, musculoskeletal dysfunction and disability
- Massage for elderly, pregnant clients, clients with disabilities, chronic or life-threatening illnesses and clients suffering high stress levels
- Assessment of disease and dysfunctions. analysis and modification of therapeutic massage techniques
- Treatment through muscle analysis - in depth study and identification of muscles, bones and joints
- Psychology in relation to practicing as a massage therapist and working with clients
- Professional communications and business studies
- Anatomy and Physiology - study of the structure and function of the human body

Massage Therapy Practicals

Throughout the programme, students will have an opportunity to earn credits through a selection of practicals. These practicals are based upon massage therapy learning experiences and skill development, and are intended to reinforce in-class practical tuition.

Practicals are assessed through opportunities such as:

- Collection of client information
- Case studies
- Student clinics
- Community placements

Practical Opportunities

NZCM students are encouraged to participate in a wide range of practical opportunities to enhance their experience base.

The ability to use friends and family to practice in-class learning is essential, with many practicals necessitating home-based study and massage.

NZCM practicals are designed to prepare students to work in real world environments such as spas and massage therapy clinics.

Entry Criteria

- Be over 18 years of age, and have a good level of physical and mental fitness
- 42 credits at NCEA level 3, with 14 credits in two of the following subjects: Chemistry, Science, Biology, Health Studies, Physical Education
- Literacy requirements – 8 credits at Level 2 (or higher)
- 4 credits in reading and 4 credits in writing
- Discretionary admission is available

Start / Finish Dates

7 February 2017 - 15 December 2017

Fees Schedule (Therapeutic Massage) (L6)

Year 1 Semester 2 + Year 2 Semester 1 (12 months) **\$6800**
(Pre-requisite is the Certificate of Relaxation Massage)

Course Related Costs - Year 1 Semester 2

Textbooks	\$594
Clinic Linen Hire	\$80
PC, Wireless and Internet	\$40
ID Card	\$12
Manual Costs	\$75

Course Related Costs - Year 1 Semester 2 Total **\$801**

Course Related Costs - Year 2 Semester 1 (last 6 months)

Clinic Linen Hire	\$80
Inclass Resources and Course Manual Cost	\$75
PC, Wireless and Internet	\$40

Course Related Costs - Year 2 Semester 1 (last 6 months) Total **\$195**

Year 1 Semester 2 PLUS Year 2 Semester 1 Total **\$996**



NZCM Diploma in Health Sciences Massage & Sports Therapy (Level 6)

Key Facts

- 6 month full-time programme, NZQA Level 6
- Auckland and Wellington
- 40 hours student clinic experience
- For holders of the NZCM Diploma in Therapeutic Massage only

Massage and Sports Therapy is about working with active people, while getting to know how a team or individual functions by utilising techniques to suit stages of training through a well-rounded understanding of rehabilitation and recovery.

Massage & Sports Therapy includes pre-event, post-event and in-event massage, ensuring that athletes are supported through a full complement of massage in their everyday training schedules.

Programme Objectives

- Learn to apply massage therapy specifically for sports and rehabilitation as you learn to integrate techniques and mind/body concepts.
- Build on your massage knowledge with an in-depth study of movement and function, injury prevention, health maintenance and rehabilitation of the active person.
- Build a deeper understanding of how to work with a team or individual, with someone who exercises to keep fit or is an international competitor, in a sports setting.
- The sports massage industry in New Zealand and internationally offers many opportunities to work with active people, educating and guiding them by incorporating massage into their recovery and maintenance programmes.

Key Components

Includes all components of the NZCM Diploma in Health Sciences (Therapeutic Massage) and additionally:

- Advanced Neuromuscular Therapy, including mobilisation techniques
- Myofascial release and muscle energy techniques
- Treatment of soft tissue, musculoskeletal dysfunction, and sporting injuries
- Rehabilitation therapy in clinical massage settings
- Biomechanical, biochemical and psychosocial elements of clinical practice, including psychology in sports performance
- Research musculoskeletal management / rehabilitation
- Nutrition and Diet and their application to exercise and manual therapies
- Psychiatric disorders, injury and rehabilitation
- In-depth study and identification of muscles, bones and joints
- Musculoskeletal Anatomy - incorporating muscle knowledge with body mechanics and movement.

Massage Therapy Practicals

Throughout the programme, students will have an opportunity to earn credits through a selection of Practicals. These practicals are based upon massage therapy learning experiences and skill development, and are intended to reinforce in-class practical tuition.

Practicals are assessed through methods such as:

- Client information collection
- Case studies
- Student clinics
- Community placements
- Sports placements

Practical Opportunities

NZCM students are encouraged to participate in a wide range of practical opportunities to enhance their experience base.

The ability to use friends and family to practice in-class learning is essential, with many practicals necessitating home-based study and massage.

NZCM practicals are designed to prepare students to work in real world environments such as spas, massage sports therapy clinics.

Entry Criteria

- Be over 18 years of age, and have a good level of physical and mental fitness
- 42 credits at NCEA Level 3, with 14 credits in two of the following subjects: Chemistry, Science, Biology, Health Studies, Physical Education
- Literacy requirements – 8 credits at Level 2 (or higher)
- 4 credits in reading and 4 credits in writing
- Discretionary admission is available.

Start / Finish Dates

24 July 2017 - 15 December 2017

Fees Schedule (Massage & Sports Therapy) (L6)

Tuition Fees Incl GST

(Year 2 Semester 2) \$3490

Course Related Costs Incl GST

Clinic Linen Hire	\$80
Inclass Resources and Course Manual Cost	\$75
PC, Wireless and Internet	\$40
ID Card	\$12

Year 2 Semester 2 Total \$207

Recommended Course Items

Textbooks	\$819
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Recommended Total \$1026



NZCM Bachelor of Health Studies Massage & Neuromuscular Therapy (L7)

Key Facts

- Three academic year full-time programme, NZQA Level 7
- New Zealand's leading Massage & Neuromuscular Therapy Degree
- Including the NZCM Diploma in Health Sciences (Massage and Sports Therapy)
- 80 hours student clinic experience

Massage Therapy is positioning itself in the primary health care sector, both in New Zealand and internationally.

This Bachelor of Health Studies (Massage & Neuromuscular Therapy) is the benchmark for massage education, aligned with developments in international education. Our degree will prepare you for a career by providing you with the highest level of training in an industry that is in growing demand.

A wide range of industry-experienced teaching staff, most in current clinical practice, guide you towards mastery of a variety of hands-on techniques.

Programme Objectives

- This degree offers the best in evidence-based theory on structure and function of the human body, while extensively exploring therapeutic relationships.
- Cover in-depth ethical boundaries and address the client as a whole person, through a thorough grounding in research methods, principles and practices.
- Provide experienced teaching staff to support you in integrating your learning to apply it in a clinical context.
- Combine academic excellence and clinical competence and prepare for a life-changing career in sports massage, management of myofascial pain syndromes or general palliative care.
- Equip students to deal with complex clinical cases: learn to assess, problem-solve and apply clinical reasoning with in-depth knowledge of anatomy, physiology and pathology.

Key Components

Includes all components of the NZCM Diploma in Health Sciences (Massage & Sports Therapy) and additionally:

- Lymphatic drainage and oncology massage
- Research methodology: critical analysis of current research
- Kinesiotaping and mobilization refine and apply specialised skills in Neuromuscular Therapy (NMT) for specific dysfunction (eg: Temporomandibular Dysfunction)
- Introduction to principles of pharmacology
- Nutrition guidance and other manual therapies
- Psychology of the therapeutic relationship, including concepts and theories relating to chronic disease and pain
- Integrated therapies, principles and theories, incorporating a holistic approach to client care

Massage Therapy Practicals

Throughout the programme, students will have an opportunity to earn credits through a selection of practicals. These practicals are based upon massage therapy learning experiences, skill development and are intended to reinforce in-class practical tuition.

Practicals are assessed through methods such as:

- Collection of Client information
- Case studies
- Student clinics
- Community placements

Practical Opportunities

NZCM students are encouraged to participate in a wide range of practical opportunities to enhance their experience base.

The ability to use friends and family to practice in-class learning is essential, with many practicals necessitating home-based study and massage.

NZCM's practicals are designed to prepare students to work in real world environments such as spas and massage therapy clinics.

Entry Criteria

- Be over 18 years of age, with physical and mental fitness
- 42 credits at NCEA level 3 with 14 credits in two of the following subjects: Chemistry, Science, Biology, Health Studies, Physical Education
- Literacy requirements – 8 credits at Level 2 (or higher)
- 4 credits in reading and 4 credits in writing
- Discretionary admission is available

Start / Finish Dates

6 March 2017 - 10 November 2017

Fees Schedule (Massage & Neuromuscular Therapy) (L7)

Tuition Fees Incl GST

(Year 3) \$6690

Course Related Costs Incl GST

Clinic Linen Hire	\$80
PC, Wireless and Internet	\$80
ID Card	\$12
Manual Cost	\$150

Year 3 Total \$322

Recommended Course Items

Textbooks	\$1081
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Recommended Total \$1403



RULES AND REGULATIONS

Students at the New Zealand College of Massage are asked at all times to behave with consideration for fellow students and members of staff. In particular, students are required:

- To complete enrolment procedures and make arrangements for the payment of any applicable fees, before attending classes.
- To demonstrate integrity in all transactions of admission, enrolment, and course of study, and not to provide false information, or engage in cheating or plagiarism.
- To attend all scheduled classes punctually. Any student who is unable to attend a class should contact the College and complete a leave form. All absences will be recorded. To gain competency in a course, the appropriate attendance criteria must be as per the enrolment and relevant course outlines in addition to academic requirements.
- To comply with all reasonable expectations for completion of assessments and examinations.
- To comply with all reasonable direction given by a staff member in order to maintain good order.
- To observe regulations governing the use and misuse of computing equipment, including software piracy, and e-mailing, accessing or downloading any prohibited or offensive material.
- To conduct themselves professionally while engaged in practical activities as students of the College.
- To observe confidentiality concerning personal information divulged by others during learning and practical experiences.
- To refrain from harassment of, abuse of, or discrimination against, any person or group of people in breach of the Human Rights Act.
- To follow standards of hygiene and dress that befits their role as health professionals.
- To return all NZCM property in their possession, including library books, upon completing a course of study.
- To refrain from eating or drinking (apart from water) in the classrooms.
- To respect the environment by refraining from littering, damaging or defacing NZCM property, and to fulfil duties as rostered or requested.
- To comply with the non-smoking regulations of the College.
- To refrain from bringing alcohol on to NZCM property and not to attend any class under the influence of alcohol or drugs.
- Not to engage in any behaviour which disrupts the learning environment or affects the physical or emotional wellbeing of other students and staff.

Any breach of the Code of Conduct may result in suspension or dismissal from the College.

NZCM CODE OF ETHICS

Students will treat everyone – clients, fellow students, staff members and practitioners – with respect and without discrimination on grounds of age, race, gender, physical condition, religion, sexuality or socio-economic status or engage in any other breach of Human Rights.

Student therapists will:

- Gain informed consent from clients for all treatments.
- Keep accurate records of all treatments.
- Assess a client's needs and/or conditions within scope of practice and discuss these findings with the client while planning goals for treatment sessions.
- Respect client confidentiality. They will not disclose any personal information unless client consent is given, except where required by law or where disclosure would protect the client or others from menace or danger.
- Respect the client's dignity, taking particular care when clients are dressing or undressing, and use effective draping procedures during treatment. They will inquire of clients about sensitive body areas that the client does not want to be touched, and respect these boundaries.
- Maintain all work premises in a clean, hygienic condition.
- Follow personal hygiene principles, dressing according to the dignity and status of the profession, covering areas of the body such as the underarm, abdomen, chest and upper thighs.
- Practice to the best of their ability, staying within scope of practice, training, knowledge and experience. They will seek professional advice where there is doubt.
- Be honest in their advertising of services and fees for those services.
- Not claim the ability to cure a condition, nor make claims about treatment that cannot be supported by research or an accepted body of knowledge.





- Advertise themselves as a qualified practitioner only after they have been awarded a relevant qualification.
- Support other health professionals and not knowingly interfere with the ongoing treatment of another health practitioner.
- Acknowledge referrals from other practitioners. Referrals to other practitioners are made in the best interests of the client.
- Display this Code of Ethics where it can be read by clients, and inform clients about the Code of Health and Disability Services Consumers' Rights.

Any person considering that the above Code of Ethics has been breached should address concerns to: The New Zealand College of Massage, PO Box 9865, Newmarket, Auckland 1149.

NZCM PREGNANCY POLICY

Due to the physical activity required to give massage and the physiological effects of receiving a massage, the New Zealand College of Massage does not recommend students to study while pregnant or while trying to become pregnant.

In the case a student becomes pregnant during the programme, the student must inform the College as soon as possible. A meeting between the student and the Site Supervisory Tutor will be arranged to discuss options for completing programme requirements.

Be aware that if a student is unable to continue their programme due to pregnancy, the student may be withdrawn as per the NZCM withdrawal policy.



HEALTH & WELL-BEING

To enable the student to fully enjoy and participate in the programme, it is important that the student is in good health, as they will be both giving and receiving massage.

Below are several health issues for which attending the programme could be inappropriate.

Do not give or receive massage if the student:

- Has a fever, flu or other infectious disease
- Has had recent surgery (check with your doctor to get a clearance)
- Is intoxicated
- Has general inflammation or an inflammatory skin condition
- Has a serious medical condition (check with your doctor for clearance)

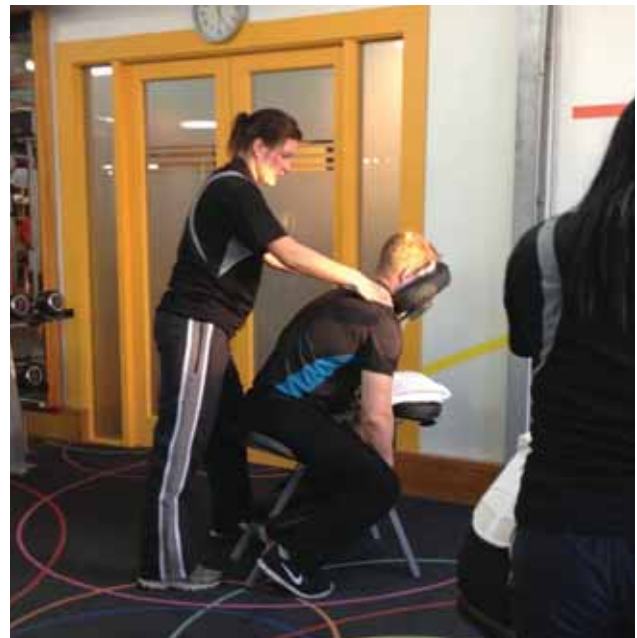
There are many mild conditions where it is fine for the student to study massage, but it is best to check with a health practitioner and the College prior to study.

Contact the College if the student is unsure about any health issues and please advise an academic staff member of any relevant health conditions, especially if the conditions have changed since enrolment.

All academic Staff at the New Zealand College of Massage are qualified and highly experienced, and will make any modifications during programmes that they consider necessary, with the best interest of all students in mind.

If the student is unable to attend, or the student's health prevents the student from giving or receiving massage, students should notify Administration as soon as possible. Ongoing medical issues may limit your ability to complete the programme.

Please follow the procedure under the heading "Attendance". If you contact us out of office hours please leave a message on the College answer phone or email info@nzcm.ac.nz





PAYMENT OF FEES

Students are required to pay their tuition fees and Course Related Costs, either prior to, or on orientation day.

Eligible students can make an application to StudyLink for:

- Tuition fees – these are directly credited to NZCM
- Course Related Costs – these are directly credited to the student

Students need to understand that once their application has been processed and approved by StudyLink, tuition fees will be paid DIRECTLY to NZCM and course related costs, DIRECTLY to the student.

IT IS THE RESPONSIBILITY OF THE STUDENT to ensure that the course related costs, directly credited to their account, are then be passed on to NZCM for payment of their course related costs, where applicable.

Students are expected to apply for their student finance prior to the programme start date so that their fees and weekly student payments are ready when the programme begins. If a student does not apply early, resulting in a delay in payment to NZCM, the student will not be able to access services from NZCM if their fees have not been paid by the start date.

For student loan and allowance enquiries please contact StudyLink on their free phone number 0800-88-99-00 or apply online: www.StudyLink.govt.nz

Method of Payment

- By bank cheque, bank transfer, EFTPOS/ Visa (3% surcharge applies)
- By Government Student Loan.

NZCM Scholarships and Assistance

A limited number of scholarships are available to help cover course fees and general expenses.

Students are asked to apply for scholarships by making a written application, including a covering letter, a current CV and appropriate references. Please ask the Student Recruitment Liason Officer for further information and to discuss a possible application.

Scholarship students have special obligations and requirements. These obligations include a performance review period, work placements and a commitment to all NZCM activities. Scholarship students will be required to sign a contract outlining their commitments.

Scholarships will be paid at the end of each semester, based on students meeting all of their obligations.

Student Loans and Allowances

By enrolling in NZCM full time programmes, students can apply for student loans and allowances. Students should contact the nearest StudyLink office as soon as possible to begin their application process for their loan and allowance.

ACADEMIC RULES & REGULATIONS

Admission

NZCM has the right to decline admission to students who have not demonstrated sufficient prior academic performance, or else for medical or other reasons. In order to progress to higher NZCM qualifications, students must demonstrate a B- average at a minimum.

Records Policy

Every student's progress shall be recorded on an on-going basis throughout the programme, and a summative report detailing each student's achievements will be provided to the student on completion of the programme. The progress record will be held in a secure place, with access limited to the student and relevant staff. A copy of the student progress record will be retained and stored securely at NZCM Head Office.

Credit Recognition and Transfer (CRT), Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC)

Students who have recently completed courses equivalent to those of an NZCM qualification should make an appointment to discuss crediting prior attainment towards the NZCM qualification. Students applying for Credit Recognition and Transfer of Prior Learning must complete the appropriate form, available from administration staff, and provide proof of attainment (e.g. university academic records, NZQA records).

Students wishing to have recognition of industry experience are required to undergo theory and/or practical tests to assess their skills. CRT, RPL and RCC have associated cost, details of which can be found on the CRT/RPL/RCC Application Forms.

Assessment Feedback

Students will receive direct verbal and, where appropriate, written feedback on formative assessment at the time of assessment by their tutors. Summative assessment results will be given to students in written form within three weeks (where possible) of the assessment. Helpful comments on progress are included within the written feedback.

Responsibility

Responsibility for recording on-going student progress rests with individual tutors. Preparation and issuing of the summative report to the student, and notification of the student attainments to certifying agencies (e.g. NZQA and TEC) are the responsibility of the Quality Assurance Manager with the assistance of Head Office Staff.

Privacy Act

In line with the requirements of the Privacy Act, students will be informed of the need to provide personal details (necessary for Record of Learning and Certification purposes) to NZQA, TEC, and the relevant ITOs. During the enrolment procedure, students will be asked to provide signed authorisation to record and exchange such information.

NZQA Credits vs Local Credits

Students enrolling in any NZCM programme should be aware that NZCM programmes are not Unit Standard-based, and do not include NZQA credits. However, NZCM programmes are NZQA-approved and involve NZQA "local" credits for which NZCM will provide a transcript of results, stating the unit, credit value and your grade/competency.



NZCM ASSESSMENT PROCEDURES

All NZCM programmes are assessed and, where possible, assessment tasks are integrated to assess the elements of multiple learning outcomes.

Provision will be made for students to undertake re-assessment.

Assessment forms a vital link in the learning process. Through formative assessment students receive feedback on their progress, allowing them to see where they are succeeding and where they need to focus further effort. Similarly, the tutor receives feedback from the student and is able to judge the level and pace of learning that the student requires in order to achieve competency in each learning outcome.

Competency (Certificate Only)

Competency can be defined as a specification of the skills, knowledge and attitudes which are required for competent performance. Competency standards usually describe the standard of performance which is required for employment in a particular occupation or industry.

The grading system used is consistent with the competency-based assessment approach:

- C – Competent
- NYC – Not Yet Competent

Procedures for Assessment against Learning Outcomes

Assessment results are gathered throughout the programmes, principally by practical exercises and assignments undertaken by the student.

Integrated assessment tasks are used, wherever possible, drawing together the elements of one or more learning outcomes to provide a holistic and realistic assessment of performance. The result is recorded by the tutor and is then relayed to the student record reporting system.

Self-assessment is used to strengthen the student's ability to measure their own performance, in a non-threatening learning environment.

Self-assessment provides indirect evidence of performance which is useful to both the student and the tutor in gauging progress towards meeting the assessment criteria.

Students are required to meet all the assessment criteria in order to achieve competency for each learning outcome. If a student does not meet all criteria, they may apply to re-sit the assessment in the area where they did not achieve. Note that approval to re-sit is at the discretion of the Academic Committee.



Moderation

Moderation refers to the process used to check the quality of assessments and assessment decisions.

Maintaining consistent standards for academic work is extremely important in any academic institution. At NZCM we aim to maintain consistent standards:

- Over time
- Between programmes
- Between tutors
- Between sites
- Against industry standards

Re-sits & Reassessment

If you do not pass an assessment you may be eligible to apply for a re-sit or re-submission. Students whose applications have been approved may re-sit assessments during re-sit periods which are held at designated times approved by the Supervisory Tutor. You can apply for one re-sit per assessment task. However, re-sits and re-submissions are not granted automatically.

All re-sits require prior application to the tutor, Supervisory Tutor or Academic Manager. This rule applies to students who forfeit an attempt or re-sit without prior notice of leave of absence or approval from the tutor or Supervisory Tutor.

All re-sits are eligible for a restricted pass only. To be eligible for a re-sit, a student MUST have demonstrated a strong likelihood of passing.

Students are expected to achieve competence in their assessments on the first attempt. The timing of re-sits, approved by the Academic Committee, is at the discretion of the Course Tutor. A re-sit should be seen by students as the exception rather than the rule. A re-sit may involve:

- Re-submission of the entire assessment
- Re-submission of part of the assessment
- Re-submission of a written assignment for practical work
- Completion of extra work to meet requirements

Please see the Extension and Re-sit forms for further details.

Reassessment Costs

- Theory re-sits incur a cost of \$25.00.
- Practical re-sit costs vary from \$25 - \$300, depending on the level and duration of the practical assessment
- Tutorials (one-on-one catch up classes) incur a cost of \$60 per hour

Payment of re-sits can be made to the Site Administrator.



Diploma & Degree Programme Grading

An A–C grading system is used for final course results for diploma and degree courses, as follows:

A+ Grade: 95-100	B- Grade: 66-71
A Grade: 90-94	C+ Grade: 61-65
A- Grade: 85-89	C Grade: 55-60
B+ Grade: 79-84	C- Grade: 50-54
B Grade: 72-78	

Where applicable, each assessment will be marked and graded using a rubric that is attached to the assessment. Pass grades for each assessment will be stated on that assessment and in the Course Outline. A minimum grade or mark is required to pass an assessment (e.g. 50%) but this may vary according to content and will be stated on the assessment. The assessment percentage grade will be converted to your course weighting percentage for each course. The combination of assessment scores will form the overall course grade.

Authentication, Cheating and Plagiarism

At NZCM all students have a responsibility for ensuring that all assessments are authentic measures of their own work. Therefore NZCM operates consistent procedures to eliminate incidents of cheating and plagiarism.

- All work requirements and assessment tasks submitted by a student must be the student's own work.
- Where the assessment is completed by a group of students, group attestations will be required.
- The tutor has the right to challenge the authenticity of any assessment if the tutor believes it is not the student's own work. The student can provide evidence of authenticity by drafts and reproductions, as appropriate. If the work is not authentic then no mark will be given.
- If a student is caught cheating in an assessment, the student may be given no mark for the work submitted. Other disciplinary action may be undertaken.
- If a student helps other students to cheat (e.g. by giving their work to another to present as their own), all students knowingly involved may also be given no mark, and other disciplinary action may be taken.
- Repeated incidents of cheating may result in the student being withdrawn from the programme.
- Records and actions taken regarding plagiarism or cheating will be kept on the students record.
- Students will be informed of the following information at orientation each semester.

Cheating is the deceitful use of resources to gain academic merit. It may include taking undisclosed material into or out of an exam, getting another person to undertake an assessment in the place of the student, or other methods by which a student may achieve academic results rather than through their own ability.

Plagiarism is the use of others' ideas, presented as if they were the student's own and without reference to the source. Legitimate use of research material includes referencing to that material to acknowledge the source. Work that directly quotes or copies the ideas, words or forms of another person must be properly acknowledged and attributed to that person.

Students found in breach of these policy requirements are subject to the disciplinary measures under NZCM regulations. Tutors are well versed in 'cut and paste' assessments and will monitor appropriately.

Extension Policy and Late Assessment Policy

Extension Policy and Late Assessment Policy

Extensions are approved at the discretion of the NZCMAC and may be declined. In order to receive an extension for an assessment, you must apply in writing by submitting an application form to the Course Tutor and/or NZCM Academic Committee (NZCMAC). You are required to state your reason within three working days before the assessment is due, and provide a medical certificate (if medical reasons are applicable). Extension Forms are available from reception or on-line.

Assessments submitted 1-9 days late, without an extension, may not be accepted for marking, or if accepted, will receive at most the minimum pass mark for the assessment (usually 50%).

Assessments submitted more than 9 days late, will not be accepted for marking, resulting in a failed result being recorded for the assessment.

Students may be eligible to apply to the NZCMAC for an opportunity to complete the assessment under contract. Acceptance of this contract application is at the discretion of NZCMAC. Your tutor will be able to guide you with this application process.

Assessment Feedback

Wherever possible there will be a three-week turnaround time on assessing all student work. Any extensions to this turnaround time due to the complexity of the assessment or other work commitments will be explained by the tutor prior to the submission date.

Appeals

If you do not agree with the result of assessment, you may appeal. NZCM is committed to providing a fair and prompt process for students wishing to appeal their grades. NZCM respects students' rights to appeal their grades. No student will be disadvantaged in any way by appealing his or her grades.

1. If you are not satisfied with the result of an assessment, you may wish to consider making an appeal, in line with NZCM procedures.
2. Discuss the matter with the tutor who carried out the assessment. Ask the tutor to explain why you received that particular assessment result. Make sure you are clear about what was required; you may have misunderstood assessment instructions.
3. If you are not satisfied with the outcome of your discussion with the tutor, make a time to discuss the issue with your Supervisory Tutor. Take all the items related to the assessment along to the meeting. If an agreement cannot be reached, then the issue will be taken to the Quality Assurance Manager and then to the NZCM Management Team.
4. You will need to make this application in writing.
5. You will be notified in writing of the decision of the Management Team regarding your appeal.
6. If you are still not satisfied, you may submit a complaint to the Quality Commissioner through the Quality Commission scheme which provides an independent resolution service. After exhausting all the above processes you may consider contacting NZQA.



GENERAL

Attendance

All students are expected to attend all classes and to be punctual.

- Students are required to attend a minimum of 80% of each course within the qualification.
- Students with an attendance record of less than 80% may have their position on the course revoked.
- If missing classes is unavoidable, then you must notify your Course Leader in advance. Students are required to fill out a leave application form, available from reception.
- If you will be absent on a given day, you are required to notify reception by 8.30 am on the morning on which you are absent.
- It is your responsibility to discuss with the appropriate tutor(s) any work required to catch up for non-attendance of scheduled classes.
- In a course with a high practical component, it is even more important that all classes are attended.
- In the event that you are unable to attend a practical session, discussion with the tutor concerned is essential, as this may impact on some compulsory requirements. Again, leave applications are essential.
- Any prolonged absences must be discussed with your Supervisory Tutor. A special application for leave is required two weeks in advance of the required leave.
- If you miss a tutor's class three times in succession without notification, the tutor will contact you to ascertain the reason for the absence.
- If we are unable to contact you and you continue to miss classes, then the tutor will bring the matter to attention at the student guidance and support meeting. A course of action will be determined, culminating in the matter being taken to the Supervisory Tutor and Academic Committee. Possible outcomes include withdrawal or failure.
- If you cannot attend due to sickness or for any other valid reason, you should make contact with the NZCM Administration staff before your class activities.

Appointments

When making appointments (e.g. medical, dental, personal) students must avoid clashes with scheduled classes, or practical sessions.

Extenuating circumstances must be discussed with your tutor.



Special or Emergency Leave

In the event of an emergency, such as family bereavement, your tutor or the Supervisory Tutor must be contacted immediately. An application for up to five days may be approved. Students must complete a Leave Application Form, available from administration staff.

Failure to attend and the impact on student allowance

If you are sick or have approved leave, you may be absent from classes for up to two weeks without any adjustments to your student allowance.

This period may be extended for another two weeks, provided that you produce a medical certificate stating that you are not likely to resume studies within four weeks of the date of your first absence.

If recovery is not as complete as had been expected, payments should cease after a period of four weeks absence.

After your first week of illness, if you are unlikely to attend your course for more than another two weeks, allowance payments will be stopped and you should apply for the sickness benefit. Once you are fit to attend classes, your allowance will be continued from the date on which you resume classes.

However, you cannot receive a student allowance beyond the end date of the programme unless an extension is approved.

Completion of Programmes

To successfully complete their programmes students need to have paid their fees in full, and have at least 80% attendance, and competency in all required course work. At the completion of the programme, students will be given an academic record which will record the programmes, courses and the students completions.

Programme Cancellation or Provider Liquidation

If your programme is cancelled by NZCM for any reason, you will be entitled to a refund of any fees that you have paid, in proportion to the number of weeks remaining in the programme. If the programme is cancelled within eight days of the start date, you will be entitled to a full fees refund.

All student fees paid to NZCM are held in an independently administered trust account, and are only paid to NZCM monthly, based on pro-rata of tuition delivered.

In the unlikely event of insolvency, regulatory closure or withdrawal of accreditation of the New Zealand College of Massage, students should apply to The Public Trust for a refund of the undelivered portion of tuition fees.

All efforts will be made to link students with a provider of a similar programme in order to complete their qualification.

Termination of Enrolment

Enrolment in a Programme of Study or any particular course may be terminated for any of the following reasons:

- a. The student fails to satisfy any requirement or condition specified in the NZCM Academic Rules and Regulations or the the NZCM Student Disciplinary and Complaints Procedures
- b. Insufficient enrolments received, resulting in the Programme or course not being commercially viable
- c. NZCM or the Programme ceasing to be funded by the Tertiary Education Commission



- d. Evidence that information supplied in support of the student's application for enrolment was untrue or misleading
- e. The student fails to provide any information that their Application and Enrolment Form states was required to be updated, including contact address, medical conditions, criminal charges or convictions
- f. In accordance with the NZCM Student Disciplinary and Complaints Procedures
- g. Fees or course costs are not paid in full and on-time.

WITHDRAWALS & REFUNDS

If you are considering withdrawing from your programme, please request a meeting with the Supervisory Tutor immediately to discuss your reasons.

If you choose to withdraw at any time during the first 10 working days of the programme, you will be entitled to a full refund of any fees you have paid, less a 10% administration fee.

NO REFUND IS APPLICABLE AFTER THIS TIME.

In all circumstances NZCM will meet the requirements of the Education Act.

Withdrawal of Student Allowance

Every student must attend classes appropriate to their course/programme and submit all required work.

If this is not done, their allowance may be stopped.

It is the student's responsibility to inform their Supervisory Tutor if they are not conforming to this regulation. If a student whose entitlement is suspended under this provision catches up on all the missed assignments and meets practical requirements for the course or programme, the allowance may be reinstated.

DISCIPLINARY & COMPLAINTS PROCEDURES

Disciplinary Procedures

- If you are absent for more than ten days, have taken an unexplained absence, or have been late for class on more than two occasions in the last ten days, you will be required to discuss your situation with your tutor or relevant Supervisory Tutor and/or the Student Support Liaison.
- You will normally be given a verbal warning for breaches of NZCM rules.
- After a verbal warning, you will be given a written warning for any further breach of the rules.
- If you receive two written warnings, a further breach may result in suspension or dismissal from the course.
- In cases of serious breaches of NZCM rules, suspension or dismissal may be immediate. Serious breaches could include those involving alcohol or drugs, endangering the safety of others, or dishonesty.
- You will be notified of suspension or dismissal in writing, along with an explanation of the grounds for the decision and your right to appeal against it.

Student Complaints Process

NZCM encourages a non-adversarial approach to the resolution of complaints. It is recognized that trust-based relationships are required for the achievement of the College goals.

Complaints may be dealt with informally or formally. Examples of informal complaints might include the following:

- Minor classroom irritations
- Concerns arising from miscommunication or misunderstanding
- Minor disagreements over academic matters such as late acceptance of assignments when there was good reason.
- Resource difficulties such as internet crashes

Examples of formal complaints might include the following:

- Harassment by staff or other students
- Inappropriate treatment by staff or other students
- Unfairness in a formal assessment situation
- Unsafe learning environments

Initially informal complaints should be made by students to their tutors or course leaders. If this does not resolve the complaint, students may approach the Supervisory Tutor. An informal complaint can usually be resolved verbally.

A formal complaint must be made in writing and given to the Supervisory Tutor. The involvement of parents or guardians is encouraged by NZCM and they may act on behalf of the students, if appropriate.

Complaints against staff members must be submitted in writing and made to the Supervisory Tutor of the site or to the Quality Assurance Manager, if the Supervisory Tutor is unavailable.

A student complaint form must be completed. These forms can be accessed from the reception at each site. The student must sign the complaint.

The Quality Assurance Manager or delegated authority takes up the matter with the staff member concerned before arranging a meeting of both parties (if appropriate) to attempt to resolve the matter.

Allegations of sexual harassment or other serious offences will be presented to the Management Team for resolution.

Appeal (Domestic Complaints)

Where a decision is reached which is not agreed to or accepted by the complainant, the complainant has the right to appeal the decision. The Appeal Committee will be comprised of members of the Senior Management Team, and other officers of the organization, as deemed appropriate, and who have not been a party to the original facilitation or decision-making process.

- You (the complainant) will be notified of the outcome.
- If you are not satisfied with the outcome, you may raise your complaint (in writing) with an outside agency such as:
 1. NZQA
Attn: The Complaints Officer
Quality Assurance Division
PO Box 160, Wellington 6140
 2. The Quality Commissioner (ITENZ)
 3. The Human Rights Commission
 4. The Race Relations Tribunal
 More information available at: <http://www.nzqa.govt.nz>



STUDENT RULES & REGULATIONS

Attitude and Behavior

- Students are required to exhibit self-control at all times.
- It is expected that students respect the rights of other students to learn and the right of tutors to teach.
- Students are expected to treat other students and staff in a courteous manner.
- Eating, drinking, sleeping, wearing sunglasses or caps in class are not permitted.
- Students are expected to be clean and tidy at all times and adhere to the NZCM standard of dress and appearance code.
- Furniture and equipment will at all times be used appropriately and with respect.
- A professional standard of language must be used at all times. Inappropriate, derogatory, or offensive language will be documented on a complaints form and referred to the Management Team.
- Students will not bring the reputation of NZCM into disrepute.

Alcohol and Drugs

The legal drinking age in New Zealand is 18 years of age. The possession and/or use of alcohol and/or drugs at the College are not permitted. Students involved in any aspect of an NZCM programme must not be under the influence of alcohol or drugs.

Smoking

There is a ban on smoking in public areas and bars in New Zealand. NZCM Campuses is a smoke-free zone. Smoking is not permitted on NZCM property, while wearing NZCM apparel, or representing NZCM in public.

Special Requirements or Needs

Any reader/writer or learning assistance requirements must be made known at the start of the programme.

Students with a disability or other disadvantage which might cause difficulties in written examinations or other assessment tasks may lodge a written application with the tutor at least thirty (30) days prior to the examination period/assessment for special arrangements, facilities and/or additional examination time.

These requests must be supported by a medical certificate or other relevant evidence.

Field Trips/Minor Trips

All students under 18 years of age must complete a trip consent form (overnight only). These forms for overnight trips are available from the Front Desk.

Any students under the age of 18 are to obtain an authorisation form signed by parent/guardian.

Damage

It is in the interest of everyone at NZCM to look after facilities and equipment. All damage must be reported immediately to the Supervisory Tutor. Except for normal wear and tear, students are liable for any damage they cause.

Dress and Presentation

All students are supplied with standard NZCM issue of clothing and are expected to wear these items when attending NZCM.

Ensure that you wash your hands thoroughly before and after giving a massage. Cuts and scratches must be covered with tape, surgical gloves or finger cots.

Please ensure that you wear fresh, clean clothing when massaging and attend to oral hygiene. Regularly deodorizing is recommended. Please don't be offended if we bring issues of personal hygiene to your attention, as your ability to work in the industry can be affected by such issues.

Wear clothes that are smart, clean, loose fitting, comfortable (not baggy) and that covers your body well. NOT APPROPRIATE for practical massage classes: skirts, jeans, hipsters, short shorts, singlets, tank tops or low cut tops, leggings.

Dishonest Practice

No student will engage in any dishonest practice in connection with any examination or any other method of assessment. Such behaviour will be construed as gross misconduct and will be referred directly to the Disciplinary Committee of the NZCM Board of Directors.

Sexual Harassment

The New Zealand College of Massage does not support or condone any behavior that could be construed as sexual harassment as defined in the NZCM Management Document.

Forms of Sexual Harassment

Sexual harassment is offensive behavior that affects morale, health performance. It can take many forms, including:

- Sexually oriented jokes, cartoons, posters and pin-ups
- Offensive language, comments, abuse or leering
- Unwanted and unwarranted deliberate physical contact, touching or gestures
- Questions and comments about a student's private life
- Suggestive remarks
- Requests for sexual favours, including implied or overt promises of preferential treatment or threats concerning present or future employment, promotion, salary, course results or completion





Options for Action

The harassed student or staff member may elect to take the following steps:

- Confront the harasser directly to stop harassment, but only if the harassed person feels confident to do so.
- Approach one of the contact people appointed by NZCM.
- Refer the matter to the appropriate nominated staff member or to a representative of the harassed person's choice.
- Make a formal written complaint to NZCM via the Quality Assurance Manager, Andreas Kasoulides

Contact People

As well as the Quality Assurance Manager other contact people are available. Please speak to your Site Supervisory Tutor for further details on contact people within your campus.

STUDENT SUPPORT

Student Guidance & Support Policy

All students shall have access to appropriate guidance, support and counselling to ensure that their learning needs are met. All students shall be provided with full information regarding the pathway choices they may make in meeting the requirements for qualifications.

NZCM and its staff will at all times respect the student's right to privacy and confidentiality.

Responsibility

Students are expected to take responsibility for recognizing their own needs and are encouraged to approach the Student Guidance and Support Person when they require assistance. In addition, tutors have responsibility for recognizing the support and guidance needs of the students and directing them to the Student Support Person or towards outside agencies.

The Student Support person will report to the Management and Delivery team on any support and guidance issues that arise.

Welfare and Support Services

Support and counselling are available to students, given that massage therapy may bring an element of physical and/or psychological risk. A list of resource agencies and people who may provide expertise and specialist assistance to students is included in the back of this Student Handbook for easy reference.

Staff/student Relationship

All staff must maintain the professional nature of the student/tutor relationship. The practicalities of massage therapy activities dictate that staff and students develop strong and trusting relationships. Tutors must at all times conduct themselves in a manner that maintains this relationship at a professional level.

STUDENT FACILITIES

Common Area

A common area is available for students to use between classes. A telephone is available for student use outside of class time, for emergency calls only.

Kitchen

Kitchen facilities are available for students in Wellington, Christchurch and Auckland. These facilities include a refrigerator and hot water to make your own hot drinks.

Students are required to keep all areas clean and tidy at all times. Students are responsible for loading their own used dishes into the supplied dishwasher.

Student Notice Board

A notice board, situated in the common area, will be used by NZCM staff to convey messages to students. Job vacancies and "For Sale" notices, seminars and general information will be posted on them.

Libraries

Auckland Library:

The library hours are listed on the library door and are subject to change. Please e-mail Lyn Wayman, librarian at the Auckland NZCM library if you have any questions: library@massagecollege.ac.nz.

Books are issued for one week. Renewals are not accepted. Students are limited to borrowing five general collection books at a time.

Overdue book fees will be charged per book, per day.

Lost books will incur a replacement cost (exact replacement or later edition) and a \$10 processing fee.

If a student is found to have intentionally defaced a book owned by NZCM, they will be fined \$25 and have their borrowing privileges revoked.

All magazines, journals and all required / recommended texts are reference only and cannot be removed from the library. Auckland : Photocopier supplied in computer suite.

Wellington: Please see the site administrator for photocopying information.

Christchurch: Please see the site administrator for photocopying information.

Computers

The computer room with computer and printing facilities is available for student use. It is expected that students will treat all equipment appropriately and adhere to student computer room regulations. Internet access is also available to students. There is an allocation within Course Related Costs for computer usage, printing of assignments, readings and anything else that requires a cost and internet usage. Once the student is over the allowance then they can purchase credit from reception to continue printing.





Internet Use

Internet use is restricted to assessment and project work, and is not to be used for playing games and other unauthorized usage.

Failure to adhere to the computer room protocols will result in students who abuse the system prevented from using the computers.

HEALTH AND SAFETY CONSIDERATIONS

- All employees and students are responsible for ensuring that their actions do not harm themselves or other people
- All students are required to work in a safe way, using equipment and supplied protective gear, as required
- Students are required to report all accidents to their tutors and to complete the Accident Register Form
- Students must take responsibility for their own health and safety
- Students are required to follow instructions regarding hazards and emergency procedures
- Students should ensure that they know where first aid equipment is kept
- Staff are required to ensure that visitors are informed of emergency and safety procedures and that staff can manage and guide their visitors if an emergency alarm sounds
- Students are required to report any equipment faults or hazards immediately using the hazard register and complete recommended strategies

First Aid

First Aid supplies are kept in the Administration Office. Please see your tutor or the NZCM receptionist if you require First Aid.

Emergency Procedures

Please read and familiarise yourself with the Emergency Procedures notices found in every classroom. In the event of an emergency, follow the directions of NZCM staff.

Pandemic Event

In the unlikely event that a pandemic event occurs (e.g. ebola or a serious influenza virus):

- The College will close. Please check our website www.massagecollege.ac.nz or call to find out if the College is open, before you come to class
- Contact your own health practitioner for advice if experiencing any symptoms
- You can access further information from the Ministry of Health website: www.moh.govt.nz

NEW ZEALAND COLLEGE OF MASSAGE – INTERNATIONAL STUDENTS

INTRODUCTION

A number of international students attend NZCM.

International students are required to meet an IELTS level, as outlined on the qualification entry criteria on pages 10 - 13.

International students are subject to a different tuition fee structure, which will be discussed on an individual basis.

NZCM is a signatory to the New Zealand Qualifications Authority (NZQA) International Code of Practice.

Both the student and the NZCM will sign a contract that states the expectations and obligations of both parties.

Homestay

NZCM will endeavour to arrange and place students in appropriate homestays, in accordance with the information provided on the application form.

- Students are required to comply with the rules and regulations set down by the homestay provider.
- New students must stay at the homestay provided by NZCM for a minimum period of two weeks (unless mature students have made prior arrangement with the College). If after the two week period the student wishes to move out, then the student must give a further two weeks notice of departure (minimum period of stay – four weeks).
- Changes to homestay accommodation will incur a fee.
- Students below the age of 18 must stay at homestays arranged by NZCM.
- If a student's parent selects accommodation for the student, the parent must sign an indemnity form stating that the parent takes full responsibility for the placement of the student with the designated caregiver.
- An eight-week advance of homestay fees shall be paid by the student in full, ten days prior to the commencement of the programme or prior to the expiry date of the homestay payment (except for courses shorter than this duration).
- All homestay fees are calculated in complete weeks. Any part of a week is counted as a full week.
- If you are unhappy with the homestay you have been allocated, you must approach the NZCM International Student Liaison Officer to discuss your options (see the Complaint Procedure Form).
- If you are not happy about some aspects of your progress, you must follow the complaints procedures outlined on page 20 of this handbook.



ORIENTATION & SUPPORT SERVICES PROGRAMME

The New Zealand College of Massage provides a complete orientation programme to all international students attending our College. The orientation process follows:

1. Students are met upon arrival at Wellington Christchurch or Auckland airport by the NZCM International Student Liaison Officer who will be waiting at the airport luggage pickup area. An officer will be wearing the NZCM Uniform and holding the name whiteboard.
2. He/she will introduce him/herself to students and provide identification as a representative of the New Zealand College of Massage.
3. Students are provided with an information pack and general information (e.g. names of local suburbs, location of swimming pools, beaches, etc for Wellington, Christchurch or Auckland). Students will be taken to their place of accommodation. Students will be introduced to the homestay hosts, given the address, contact names, numbers for their homestay, and emergency contact numbers. They will also be provided with the homestay rules/information, including times of meals, shower time, meal cancellation, key, international call and transport to and from their place of accommodation, and also provided with bus/train timetables, routes and costs.
4. An accommodation check will be undertaken with the International Student Liaison Officer through an accommodation checklist.
5. Students will be taken through the NZCM Office to meet with staff.
6. The enrolment process will then get underway. Students will be provided with the enrolment package.
7. Students will complete the enrolment form with an enrolment checklist. A Course Related Cost sheet will be completed, if necessary.
8. A full brief about the programme will be given to students, including programme start and finish dates, programme length, programme timetable, staff, school holidays, school activities/events etc.
9. A full brief about the NZCM will be given to students. A programme explaining the College's philosophy, rules and regulations is provided in this Student Handbook.
10. Procedures for grievances, withdrawal/change, late attendance, class absence, homestay change and homestay fees payment will also be explained.
11. Students will be briefed on New Zealand culture and homestay rules. Emergency contact details will be provided. Procedures will be explained on how to call ambulance, police, fire service, or what to do when there is an earthquake, flood, fire, accident or injury (hospital information) etc. Students will be encouraged to socialise with peers, and to speak English at every opportunity.
12. Students will be introduced to the NZCM IT Staff to get their username and password for the internet.

13. If students have not completed their programme payment yet, they will be required to make the payment immediately.
14. Students will be given a guided tour of the city (Wellington, Christchurch or Auckland).
15. Options will be given on where students can attend a General Practitioner and how to go about making an appointment with a General Practitioner.
16. Options will be given on where students can buy an international telephone card and how to make an international call.
17. Options will be provided for transport for students to travel to and from NZCM, and information on where they can buy various discounted tickets.
18. Options will be provided for banks available for students to open an account, make deposits and withdrawals, and procedures explained on how to use ATM machines.
19. Information will be provided on where and how to post airmail and parcels.

CODE

NZCM has agreed to observe and be bound by The Education (Pastoral Care of International Students) Code of Practice Code for the Pastoral Care of International Students. Copies of the Code are available from the NZQA website at: www.nzqa.govt.nz

IMMIGRATION

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at: www.immigration.govt.nz.

ELIGIBILITY FORM FOR HEALTH SERVICES

Most international students are not entitled to public-funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full cost 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: www.moh.govt.nz.

MEDICAL AND TRAVEL INSURANCE

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

ACCIDENT INSURANCE

The Accident Compensation Corporation (ACC) 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 www.acc.co.nz.

KEY INTERNATIONAL STAFF

The NZCM Site Administrator for your site will provide international students a list of key staff and contact numbers at orientation.



Health & Safety

- Students are required to report all accidents to the NZCM International Student Liaison Officer and complete the accident register form.
- Students are required to follow all instructions regarding hazards and emergency procedures.
- Students must observe all health and safety regulations given in this Student Handbook.
- Students have the right to exercise their own judgment as to whether they are ready to undertake an activity. No one can force you (student) to undertake an activity that you feel is beyond your capabilities.
- In the event that a student suffers a personal injury or illness at any time during their programme in New Zealand, they consent to the arrangement of necessary medical intervention as is necessary to preserve life and/or wellbeing by us, our agents and/or third party service providers, and they release us from any liability in respect of such action, and will indemnify and hold us harmless for all cost or liability we incur in respect of such action.

Please Call 111 In the case of Emergency – Police, Ambulance, Fire

The emergency telephone number in New Zealand is 111 (one, one, one).

Dial this number from any telephone in the case of fire, personal safety, serious accident or other life-threatening situations. This is a free-call number, usable from any telephone and mobile phone.

The operator will ask "What service do you require..."

- Fire Department?
- Ambulance?
- Police?"

You should stay calm and explain the situation carefully then advise which service you require.

Accident & Emergency

When calling a doctor or hospital to make an appointment you will need to state the following:

Your name, citizenship, residential address, address overseas, and period of residence in New Zealand.

"I would like to make an appointment with the Doctor please." or:

"I would like to see the doctor please." "I have had an accident."

As a point of contact for any accident or emergency, you can call any member of the Student Guidance and Support staff for International students.

Notice of Address

Students must keep NZCM informed at all times of their current address. Breach of this rule may result in termination of the agreement between the student and NZCM and may result in expulsion from the College.

Late Attendance/Student Leave/School Absence

- Students are required to attend all scheduled lessons and activities and are required to be punctual.
- If you cannot attend due to sickness or for any other valid reason, you should make contact with NZCM Administration staff before your class activities.
- Students must observe the rules and regulations as outlined in the Terms and Conditions of their contract.
- Students must ensure that they comply with the Terms and Conditions of their permit to stay in New Zealand.
- Students must have an 80% attendance.
- Poor attendance may lead to expulsion.
- Students are expected to attend all classes. It is in the student's best interest to be a regular attendee to all classes. If absence is unavoidable students must inform the Course Leader in advance.
- It is the student's responsibility to discuss with the appropriate tutor(s) any work required to catch up for non-attendance of scheduled classes.
- In the event that a student is unable to attend a practical session, discussion with the tutor is essential.

If there is the likelihood that you (an international student) are going to be late to class, you must call in the NZCM office to advise of your lateness or absence. This information will then be communicated to the teachers or the NZCM International Student Liaison Officer.

If students do not advise the office of their lateness or absence, this will be recorded against their record as a non-attendance.

- Any prolonged absences must be discussed with your Supervisory Tutor and approved by the Academic Manager. A special application for leave must be submitted two weeks in advance of the required leave.





Appointments

When making appointments (e.g. medical, dental, personal) students must avoid clashes with scheduled classes. Extenuating circumstances must be discussed with the relevant tutors.

Special/Emergency Leave

In the event of an emergency, such as family bereavement, your course leader or Supervisory Tutor must be contacted immediately. An application for up to five course days may be approved. Students must complete a Leave Application Form, available at the Administration Desk.

Student Term Break

At the end of term there is a two-week term break, in conjunction with the school term and holiday dates.

If students require guidance over the term breaks (e.g. for travel, places to go, places to see) our International Student Liaison Officer is always available and willing to provide advice.

Disciplinary Action

On occasions when a student does not comply with the rules or regulations, the following disciplinary action will be taken:

- An initial verbal warning will be given to the student who breaches the rules or regulations of NZCM.
- In the event of a further breach of rules or regulations, a written warning will be given.
- Upon receipt of a second written warning, suspension or expulsion may result, depending upon the circumstances.
- A copy of the written warning will be sent to the parents of students under the age of 18.
- In the case of serious breach of rules or regulations, suspension or expulsion may result immediately.

Any student who has been expelled from an NZCM programme, will be reported to the Immigration Authorities, resulting in the student's visa being cancelled and made void.

All international students must comply with his/her permit to stay in New Zealand.

Complaints Procedure (International)

NZCM wants to be assured that every one of our students is being cared for and treated fairly. If you feel that you have not been treated fairly, then we want to know about it.

Please make an appointment with the International Student Liaison Officer to discuss and identify any issues concerning you. Every effort will be made to provide solutions and feedback.

If you are not happy with the outcome, please request a meeting with the Quality Assurance Manager Andreas Kasoulides. You will need to present the issue in written form prior to a set meeting time.

A meeting will be arranged. You are welcome to have a support person present at the meeting, but please advise the Quality Assurance Manager should you wish to have a support person accompany you.

The Quality Assurance Manager will discuss the written complaint with you, and complete a formal Complaints form. This ensures that the issues are clearly identified. The Quality Assurance Manager will then attempt to resolve the issues process. If you are still not satisfied with the outcome, you may raise your complaint with an outside agency such as: The International Education Appeal Authority (complaints concerning the Code of Practice for the Pastoral Care of International Students)

If your concerns are not resolved through the NZCM's internal grievance process, you can contact the independent body (International Education Appeal Authority), established to deal with complaints from international students about pastoral care.

International Education Appeal Authority

Tribunals Unit

Level 1, 86 Custom House Quay

Private Bag 32001, Panama Street, Wellington 6146

Phone +64 4 462 6660 Email ieaa@justice.govt.nz

Withdrawals & Refunds – Course Changes

If you want to withdraw or change your programme, you can meet with the International Student Liaison Officer who will try to accommodate you in any way he/she can.

- Should you withdraw from the programme at least ten days prior to its commencement, we will refund you all programme fees minus the registration fee and homestay registration fee (NZ Immigration requirements are currently under review and there may be some changes to this policy).
- Should you withdraw from the programme less than ten days prior to commencement or less than eight days after commencement, we will refund you all fees minus 10% of course fees or NZ\$500 (whichever is smaller), minus the registration fee and minus the home stay registration fee (NZ Immigration requirements are currently under review and there may be some changes).
- Should you withdraw from your programme within the first ten working days after commencement, we will refund you all fees minus 25% of programme fees, minus the registration fee and minus the homestay registration fee.
- Should you withdraw from the programme due to failure to obtain a visa, all fees are refunded minus the registration fee and home stay registration fee.
- No refunds will be made if you withdraw from a programme more than the first ten working days after its commencement.
- All applications for refunds must be made in writing Notwithstanding above policies inclusive, genuine and valid reasons will be required before any refund is payable by NZCM to you.
- If you require a refund, you must return all original documents and acceptance letters provided by NZCM.
- Refunds are paid directly to you. If you are applying from outside New Zealand, refunds will be sent to your last known address in the country you have applied from. Students enrolling through agents will have their refunds sent directly to them.
- Fees cannot be transferred to any other person or institution.



Termination

If you fail to meet your obligations under your contract, NZCM (Please see pages 20 and 21). will send a written notice to you at your last known address in New Zealand, explaining to you what is wrong, what needs to be done and when it must be done. If you do not comply with that notice, we may terminate the contract immediately.

NEW ZEALAND LAWS

All students should familiarise themselves with the common laws of New Zealand. We have indicated some of the more common laws with which you should be familiar.

New Zealand laws are based on the British judiciary system, with a number of variations. As with any democratic country there are many laws, and if you have doubt you should speak to your tutor or International Student Liaison Officer.

Gambling

There are four main forms of legal gambling in New Zealand:

Lotteries

Lotteries include Lotto and Daily Keno. Each game is slightly different, but they all involve choosing numbers and hoping they match the numbers shown on TV. There is no age limit for these games.

Instant Kiwi

Instant Kiwi is a scratch card game. All games are played by scratching off the surface of the card to reveal if you have won and, if so, how much you have won. You must be aged 18 years or older to buy Instant Kiwi tickets. All profits from Lotto, Daily Keno, and Instant Kiwi are distributed to the community by the New Zealand Government Lottery Grants Board.

TAB

The TAB (Totalisator Agency Board) provides the opportunity to gamble on horse racing and other sports. You must be 18 years old to place a bet with the TAB or bet at horse racing tracks. There are many horse racing tracks throughout New Zealand, with races most days of the week.

Casinos

There are several major casinos in New Zealand. The legal minimum age for entry to any casino is 20 years.

If you feel you are spending too much money or time at in any form of gambling, you can contact a gambling helpline outlined at the back of this handbook.

Convictions

If you are on a visa or permit in New Zealand and are found guilty of a crime, you can have your visa/permit revoked and be sent back to your home country. If you get into trouble you should consult a lawyer to help you immediately.

NZ Driving Laws

There are strict laws that relate to the operation of a motor vehicle. You may apply for the first stage of the driving licence process at the age of 16 years. It is illegal to drive on New Zealand roads before you have your Learners' Licence or to drive outside of the conditions of your licence.

You must carry your driver's licence with you at all times while driving, or otherwise an instant fine may be enforced by the Police. However, you must apply for a New Zealand driver's licence and pass an eyesight examination, as well as a driving theory and practical test within 12 months of arrival in New Zealand. The permitted blood alcohol level for driving if you are under 20 years is zero.

Do not drink any alcohol before driving a vehicle. You can also be convicted for speeding, dangerous driving, parking and other offences.

NZ Alcohol and Tobacco Laws

The legal age for drinking alcohol in New Zealand is 18 years. If you are under 18 years you are not allowed to enter a bar or nightclub, or purchase alcohol. You are likely to be asked to show identification before you enter a hotel bar or club, and you must show your passport or New Zealand Driver's Licence which includes your photograph.

It is against the law to drink in a public place such as a beach or park, or have alcohol in your possession in a public place if you are under 18 years and not with a parent or guardian. Breaking any laws relating to alcohol can incur fines between NZ\$200 and NZ\$2000. Laws relating to drug supply and use are much more severe, and can lead to lengthy prison terms.

In New Zealand it is against the law to buy, sell, use or possess certain drugs. Smoking cigarettes or tobacco is not illegal in New Zealand, though it is illegal for shops to sell these items to anyone under 18 years of age. Restrictions exist as to where you can and cannot smoke.

No smoking areas are usually marked with 'No Smoking' signs, and these often include many public places such as buses, shops and restaurants.



KEY CONTACTS

National Organisations	Telephone	Website / email Contact
AA (Alcoholics Anonymous)	0800 229 6757	www.aa.org.nz
Alcohol & Drug Helpline	0800 787 797	www.adanz.org.nz
CAB – Citizens' Advice Bureau	0800 FOR CAB (367 222)	www.cab.org.nz
CADS – Community Alcohol & Drug Services	09 845 1818/0800 078 7797	www.cads.org.nz
Chinese Herald (In alliance with NZ Herald)		www.chnet.co.nz
Chinese Lifeline	09 522 5088/ 0800 888 880 (24hr)	www.chineselifeline.org.nz
Gambling Helpline	0800 654 655	www.gamblinghelpline.co.nz
Human Rights Commission	0800 496 877	www.hrc.co.nz
Lifeline Crisis Line & Counselling	09 522 2999 AKL or 0800 543 354 (24hr)	www.lifeline.org.nz
Literacy Aotearoa	0800 678 910	www.literacy.org.nz
Healthline Integrity Line	0800 428 888 (24hr)	www.health.govt.nz
New Zealand Federation of Family Budgeting Services (Inc.)	0508 BUDGETLINE (283 438)	www.familybudgeting.org.nz
NZ Aids Foundation	0800 80 AIDS (2437)	www.nzaf.org.nz
Shakti Asian Women's Centre	0800 SHAKTI (742 584)	www.shakti.org.nz
Shine - national domestic abuse charity	0508 744 633	www.2shine.org.nz
Tenancy Information	0800 TENNANT (836 268)	www.tinz.net.nz
Victim Support	0800 VICTIM (842 846)	www.victimsupport.org.nz
Women's Refuge	0800 REFUGE (733 843)	www.womensrefuge.org.nz
Work and Income (WINZ)	0800 559 009	www.workandincome.govt.nz
Youthline	0800 37 66 33	www.youthline.co.nz

Auckland Organisations	Telephone	Website / email contact
Adult Literacy Centre, 52 Hepburn St, Freemans Bay	09 376 8457	www.adultliteracy.org.nz
Auckland City Mission	09 303 9200	www.aucklandcitymission.org.nz
ARMS - Auckland Regional Migrant Services Charitable Trust	09 625 2440	www.arms-mrc.org.nz
ASAH - Auckland Sexual Abuse Help Foundation	09 623 1700	www.sexualabusehelp.org.nz
Auckland Family Counselling & Psychotherapy Centre Inc	09 638 7632	www.acpg.co.nz
Auckland Rape Crisis	09 360 4001	www.rpe.org.nz
Auckland Sexual Health Service	0800 739432	www.ashs.org.nz
Catholic Social Services	09 378 9650	www.cssauckland.org.nz
Chinese Christian Church, 244 Avonhead Rd	03 385 6929	www.chinesechurch.org.nz
Community Law Office, 499 Richmond Rd, Grey Lynn	09 378 6085	www.communitylaw.org.nz
Elim Christian Centre (City, East & South locations)	09 309 3798 (city)	www.elimchristiancentre.org.nz
Family Planning, 5 Short Street, Newmarket	09 524 3341	www.familyplanning.org.nz
Free B Computer training - MIT	0800 62 62 52	www.manukau.ac.nz/community/freeb/d/
Immigration NZ, 280 Queen St, Auckland City	09 914 4100	www.immigration.govt.nz
Japanese Christian Church, 3/5 Ngaire Ave, Epsom	09 523 3346	www.epsomchurch.com
Ministry of Justice - Legal Aid	09 488 5440 (North Shore City)	www.justice.govt.nz
Police - Central Station, Cnr Cook St & Vincent St, City	09 302 6400 or dial 111 in an emergency	www.police.govt.nz
Relationship Services	09 525 1051	www.relationships.org.nz
Whakawhanaungatanga		
Health and Social Services	09 837 1780	www.thefono.co.nz

Wellington Organisations	Telephone	Website / email contact
Community Law Office, 84 Willis St	04 499 2928	www.communitylaw.org.nz
Computing made easy (free course) - Weltec	0800 935 832	information@weltec.ac.nz
Immigration NZ, 109-125 Willis Street	09 914 4100	www.immigration.govt.nz
Literacy Aotearoa Wellington - 220 Willis St	04 385 2336	www.literacywellington.org.nz
Ministry of Justice - Legal Aid	04 918 8800	www.lsa.govt.nz
Multicultural Services Centre	04 384 3698	www.msc.wellington.net.nz
Police - cnr Victoria and Harris Streets	04 381 2000 or dial 111 in an emergency	www.police.govt.nz
Presbyterian Support Central, 3-5 George St, Thorndon	04 439 4900	www.ps.org.nz
Relationship Services Whakawhangaungatanga	04 385 1729	www.relate.org.nz
South East & City Primary Health Organisation (SECPHO), 28 Hall St	04 380 2400	www.secpho.org.nz
Wellington City Mission, 200 Riddiford St, Newtown	04 389 2033	www.wellingtoncitymission.org.nz
Wellington ESOL Assessment & Access Specialist Services, 63 Taranaki St, Wellington	04 384 8618	ESOL.specialist@extra.co.nz

Christchurch Organisations	Telephone	Website / email contact
Christchurch City Mission	03 365 0635	www.citymission.org.nz info@citymission.org.nz
Counselling – Talking Therapy	03 354 8045	www.talkingtherapy.co.nz info@talkingtherapy.co.nz
Free Computer Course	03 940 8616	www.cpit.ac.nz info@cpit.ac.nz
Hagley Adult Literacy Centre	03 379 1916	www.hagley.school.nz
Justice Dept – Legal aid		www.justice.govt.nz info@justice.govt.nz
Police – Riccarton Station	03 348 6640	17 Nelson St, Riccarton
Presbyterian Support Centre	03 366 5472	campbelic@psusi.org.nz www.uppersouthisland.ps.org.nz
Problem Gambling	0800 664 262	www.pgfnz.co.nz
Relationships Aotearoa	03 741 9201	Christchurch@relationships.aotearoa.org.nz www.relationships.org.nz
Sexual Abusive Survivors Trust	03 377 5402	sast@sast.org.nz





NZCM 2017 Year Planner with Teaching Week Numbers

2017	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	
January																							
February																							
March																							
April																							
May																							
June																							
July																							
August																							
September																							
October																							
November																							
December																							

Anniversary Days

Public holidays/weekend

NZIS/NZCM/School holidays

NOTES: Semester 1 = 20 weeks + 2 weeks Mid-Sem Break = 22 weeks
Semester 2 = 19 weeks + 2 weeks Mid-Sem Break = 21 weeks



Auckland Campus

382-384 Manukau Road
Greenlane
Auckland

PO Box 9865, Newmarket
Auckland 1149
Ph: 09 522 5522
auckland@nzcm.ac.nz

Wellington Campus

Level 9, 76-86 Manners St
Te Aro
Wellington

PO Box 24206
Wellington 6142
Ph: 04 385 8400
wellington@nzcm.ac.nz

Christchurch Campus

66A Wharenui Road
Riccarton
Christchurch

PO Box 8245
Christchurch 8041
Ph: 03 978 0367
christchurch@nzcm.ac.nz

NEW ZEALAND
COLLEGE of MASSAGE



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