

# STUDENT HANDBOOK



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# INTRODUCTION

Kia Ora and welcome to SAE Auckland,

Your decision to undertake study is an important one. Whether you are seeking to update your skills or looking for a new career direction, our friendly and dedicated staff are available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We want your experience at SAE Auckland to be a truly positive one and we aim to provide you with the best facilities, teachers, and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information. Whenever you need to refer to this document during your study, you can access it on our website, as well as through the Policy and Procedures tile on your student portal Axis. There are also hard copies placed around campus.

We wish you an enjoyable and rewarding experience at SAE.

## OUR PHILOSOPHY

SAE Auckland provides opportunities for high-quality, hands-on, industry-relevant learning in a range of creative media disciplines including audio production, music production and screen production.

Our staff are committed to creating a supportive environment that encourages a professional and creative approach to learning.

We encourage individuals to have respect for other people, belief in their abilities and to strive for personal excellence in every endeavour. We aim to make our campus a safe space for all, regardless of gender, sexual orientation, ethnicity, religion, or ability. Our SAE community is one that should be encouraging, supportive and welcoming to all.

Ehara taku toa i te toa takitahi, engari he toa takitini  
My strength is not as an individual, but as a collective

## SAFE SPACES POLICY

SAE Auckland strives to provide a happy and safe learning environment. Every person on campus deserves to feel safe and respected at all times. No forms of discrimination or prejudice will be tolerated. Discrimination includes unequal treatment, slurs, and any offensive remarks, jokes and other verbal, graphic, or physical conduct related to an individual's race, religion, colour, sex, age, physical status, sexual orientation or gender identity.

If you feel unsafe or discriminated against at any point while on campus please reach out. You can phone, email or speak face to face with any staff member, including student support or the campus director. We take the safety of our students very seriously and will ensure your confidence in dealing with the matter.

WORLD'S  
LEADING  
EDUCATOR  
IN CREATIVE  
MEDIA  
INDUSTRIES

# STUDENT INFORMATION

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## CONTACT DETAILS

Please keep your contact details, including your emergency contact information up to date. This can be updated on your Student Profile tile on the Student Portal, Axis. We need this to be current so we can reach you if there are any issues with your studies or in an emergency.

## STUDENT ID AND ACCESS CARD

During the first week of studies, your photo will be taken to allow us to produce a student identification card. If this, or the door access card, is lost or stolen, you will need to purchase replacements from the Campus Administrator immediately.

For security reasons, you are required to wear your identification card and door tag at all times on campus. This is to be attached to the lanyard provided by SAE and worn around your neck. Failure to produce your ID card may result in refusal for you to attend classes and studio sessions.

## STUDENT PORTAL: AXIS

By the beginning of Week 2 of your programme you will be provided with a username and password to access our Student Portal, Axis. This provides you links to:

- Your timetable
- Your Moodle site
- Your attendance records
- Policies and information
- The library database
- The studio booking system
- Studylink website
- Staff contact information
- SAE Auckland social media links

When accessing the Intranet from off-campus, some areas may require a username and password to access. This information will be provided by your Class Coordinator and/or IT Support.

## YOUR RESPONSIBILITY

Please note that you will be liable to pay for any deliberate damage caused to SAE property such as any theft that may occur while you are responsible for the equipment during your practicum, or failure to report broken or faulty equipment that occurs during your practicum.

## GUESTS

You are responsible for any guests during practicum sessions and you will need to obtain guest passes from the Studio Supervisor before starting work. Guests must wear their pass at all times and may be refused entry without it.

When your guests are ready to leave, you need to return the guest pass to the Studio Supervisor before escorting your guests off the campus.

Guests are responsible for their own safety and attend entirely at their own risk.

## PRIVACY INFORMATION

SAE is required by New Zealand laws and regulations to collect and retain information about you relating to your studies with us, including contact details, demographic information, previous education and residence, citizenship and residency status, attendance and academic records, fee payment information, any special arrangements we have made with you, records of breaches of conduct, or any other incidents in conjunction with your relationship to SAE.

This information is collected through the enrolment documents and assessments, is stored in protected databases and archived securely after you complete your studies.

Additional information regarding your opinions about your programme and SAE in general are also collected through anonymous student surveys.

We are required to supply sections of this information to the Ministry of Education and TEC as part of the Single Data Return; the New Zealand Qualifications Authority, for academic reporting; Work and Income New Zealand, for administering financial assistance, student loans and allowances; and Immigration New Zealand, for monitoring VISA compliance (where applicable).

You may view the information held about you on request and may request corrections of inaccurate information be made.

We will never sell your information or use it for any purposes unrelated to your studies with us, and beyond our legal obligations, SAE will not disclose any student-related information to unauthorised individuals or agencies. This includes fellow students, parents, partners and relatives of students. Please note that if you are younger than 18, your legal guardian has access to this information.

Any enquiries or concerns regarding privacy matters at SAE should be directed to the Campus Director.

If concerns remain unresolved they can be directed to The Office of the Privacy Commissioner  
PO Box 466, Auckland  
Phone: (09) 302 8680

## FEES AND PAYMENTS

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### TUITION FEES

All course fees must be paid prior to the commencement of your programme. Failure to pay the tuition fees may result in your enrolment being cancelled, and your place in a class being offered to someone else.

### FEE PROTECTION

The New Zealand Government requires all private training establishments registered with the New Zealand Qualifications Authority to have a protection mechanism for fees paid to them in advance.

This guarantees that any tuition fees paid in advance will be refunded in the unlikely event of SAE being unable to provide tuition due to financial insolvency or regulatory closure.

The cost for this service is included in the registration or administration fee.

SAE uses Public Trust as the Trust Account Administrator. Public Trust can be contacted at  
Ground Floor, 40-42 Queens Drive  
Lower Hutt  
Phone: (03) 977 7905

### ADDITIONAL FEES

These fees only apply to issuing replacements; the originals are issued at no charge.

Reissuing of a Student ID	\$10
Reissuing of a Door Access Card	\$20

### TRANSFERRING YOUR STUDIES

If you would like to transfer your studies to another SAE campus, please speak with the Academic Manager to discuss your options.

Please note that programme costs, rules and regulations may vary between campuses and paid fees cannot be transferred between campuses.

### WITHDRAWING FROM YOUR STUDIES

We can only accept withdrawals in writing, and these need to clearly state who you are, the programme in which you are enrolled, and your decision not to continue studying that programme. If you choose to withdraw, you will be invited to an exit interview to discuss the implications of your decision.

Absence from class is not considered to be a withdrawal. However, prolonged unexplained absence or failure to meet academic requirements may lead to the Institute terminating your enrolment.

If you choose to withdraw from your studies, you must undergo an exit interview with the Academic Manager and/or Campus Director. This is to determine if there is anything further SAE can do to assist in your decision and ensure you are clear about the implications of withdrawing from a tertiary qualification. The exit interview is compulsory. It may be conducted over zoom or in person and you are welcome to bring a support person to the exit interview.

## PROGRAMME CANCELLATION

In the event of a programme or course being cancelled by SAE Institute prior to the commencement, students will be granted a full refund of any fees paid. Students have the option to transfer those funds to the next available intake.

In the unlikely event of a programme being cancelled after commencement, a proportional refund of fees will be made from the point of cancellation.

In the unlikely event of the closure of SAE Institute, any refund due to the student will be made via Public Trust in accordance with the Act and the current NZQA student fee protection rules.

## REFUND PERIOD

The refund period for SAE programmes is the 8th calendar day from the commencement of your programme for domestic student and the 10th working day from the commencement of your programme for international students. This refund period allows you time to consider whether this is the right programme for you. If it is not, you are able to cancel your enrolment during the refund period without serious consequences.

If you decide not to study your chosen programme and notify us of your decision in writing before census date: the eighth calendar day of the programme (domestic students) or before the tenth working day of the programme (international students) then any advance tuition fee payments you have made will be refunded in full by the trustee, less the administration fee paid with the enrolment application. This is in compliance with sections 235A and 235B of the Education Act 1989.

If you decide to discontinue your studies after the refund period, advance fee payments will not be refunded.

If you do discontinue your studies, any outstanding fees for the remaining of the academic year will be due and will need to be paid.

Further information about our Fees and Refund policy can be found on the Policy and Procedure page on our website:

<https://auckland.sae.edu/about/policies/>

# STUDENT VOICE

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## YOUR OPINION MATTERS

We welcome the input of students in the decisions being made at SAE. Your input and feedback will be regularly collected via Student Surveys, the Board of Studies and the Ideas Wall. This will be used to evaluate our staff, programmes, facilities and the general performance of SAE. You are also welcome to speak to your Head of Department (HoD), the Academic Manager, the Operational Manager or the Campus Director. Student members are also invited to attend our SAE Auckland Academic Board

## GRIEVANCES, COMPLAINTS OR APPEALS

If, at any time during your study with SAE, you are not satisfied with any feature of your programme or the institute, we will try to resolve these issues fairly, promptly, and with care to protect confidentiality and prevent retaliation.

Most issues can be resolved through informal discussion with your HoD, but if your grievance cannot be addressed at this level, there are additional opportunities to resolve the issues by speaking with the Academic Manager, then the Campus Director, as outlined in the Grievance Procedure.

If the Campus Director cannot resolve the matter, an independent mediator may be appointed.

SAE implements the principles of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 when resolving all grievances, complaints and appeals.

Domestic students can contact Tertiary Education Dispute Resolution (TEDR) website- <https://tedr.org.nz>  
email - [contact@tedr.org.nz](mailto:contact@tedr.org.nz)  
Phone - 0800 00 8337 (0800 00 TEDR)

International students can contact iStudent Website - [www.istudent.org.nz](http://www.istudent.org.nz)

Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)  
International phone number: +64 4 918 4975  
Phone (within New Zealand): 0800 00 66 75  
Facebook: [www.facebook.com/istudent.complaints](http://www.facebook.com/istudent.complaints)  
WeChat: (search for 'NZ iStudent Complaints' Chinese language only)

Post:  
iStudent Complaints  
P.O. Box 2272  
Wellington 6014  
New Zealand

If concerns remain unresolved they can be directed to:

The Quality Commission Independent Tertiary Education  
New Zealand: [admin@itenz.co.nz](mailto:admin@itenz.co.nz)

<http://www.itenz.co.nz/quality-commission/about/>

As a final option, complaints can also be directed to:

New Zealand Qualifications Authority  
P.O. Box 160, Wellington 6015  
Phone: 0800 724 357

## GRIEVANCE PROCEDURE

Complaints and Appeals (Grievances) include but are not restricted to matters of concern to a student relating to delivery and assessment; the quality of the student support and materials; discrimination; and any form of harassment.

This procedure and related documentation applies to all students, whether prospective, deferred or current students, as well as graduands.

Any complaints and appeals should be raised as soon as possible of the complainant becoming aware of the issue.

All complaints and appeals should be resolved within 60 days. If SAE requires more than 60 days to resolve any complaint or appeal, we will write to all parties involved and explain why we require more time and give an expected date that a resolution will be made. We will keep all parties informed during this time in writing.

### ***Before an issue becomes a Formal Grievance***

Students are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are various staff including the Campus Director, Student Support, the Academic Manager, Heads of Department, Kaiako/Lecturing staff, Studio Supervisors and other staff who are available to assist students to resolve their issues at this informal level.

This is the informal stage of the grievance process and should be attempted before a formal grievance is lodged.

### **Lodging a Formal Grievance**

All formal grievances must be lodged online using the Student Complaints and Appeals form on the SAE website. This is also accessible via the Policies and Procedures tile on the Student Portal, Axis.

A formal grievance should include a detailed breakdown of the reasons for the grievance and include any supporting materials or evidence that is relevant to the matter. The online Student Complaints and Appeals Form is to be used when a student is appealing a decision made by SAE directly affecting them or for any other grievances that are not directly linked to a decision made against them.

### **Stage 1 - Processing a Formal Grievance**

Through the online submission, a record is created of the grievance and all associated documentation. All records should be treated as confidential in accordance with the SAE Institute policy on information privacy.

The matter will be initially considered by the Academic Manager and Operations Manager to determine if the grievance is an academic or non-academic matter.

If, in the opinion of the Academic Manager or Operations Manager there are insufficient grounds or cause to proceed, due reason will be communicated to the complainant in writing and the matter considered closed.

If, in the opinion of the Academic Manager or Operations Manager, there are sufficient grounds or cause to proceed, then a proposed resolution will be put forward to the complainant in writing within ten (10) working days of the grievance having been received. The Campus Director will be alerted of the grievance and kept informed of proceedings.

In all cases, SAE will provide a written explanation to the complainant of the outcomes of Stage 1 of the formal grievance and the reasons for the decision. This notification must be given in writing within ten (10) working days of the grievance having been received. These outcomes will be recorded in the online system.

### **Process for Academic Appeals relating to Course/ Assessment Grade Outcomes**

Note: All academic appeals relating to course/assessment grade outcomes must be lodged within ten (10) working days of results being officially published at the end of trimester. Where a final grade awarded for a course or part thereof is in dispute, the Academic Manager will ensure that the academic decision will be re-assessed by two independent assessors who were not involved in the original decision. Such assessors may be drawn from the academic team at SAE Auckland or any SAE campus in Australia.

In the event that these assessors find the academic decision to be unfair, appropriate action will be taken and the final grade will be moderated accordingly.

Any academic appeals will be recorded in the online system and noted at the next SAE Auckland Examiners Committee.

### **Stage 2 - Appeal to the Campus Director**

If the complainant is not satisfied with the outcome at Stage 1, they may appeal to the Campus Director.

The complainant shall submit the appeal in writing within ten (10) working days of receiving the written notification of the outcome from Stage 1.

The Campus Director, having received the appeal shall:

- Acknowledge its receipt within five (5) working days;
- Inform the Chair of the Academic Board and the SAE Southern Dean that an appeal has been received;
- Inform the Academic Manager and Operations Manager that an appeal has been received;
- Note the appeal in the online system

Decide to:

- Enforce the implementation of the recommendations made at the end of Stage 1; or
- Dismiss the case, giving reasons in writing to the complainant; or
- Determine whether there are sufficient grounds to move to convene a Grievance Panel and, if so, shall establish a Grievance Panel to hear the appeal. The Campus Director will chair the Grievance Panel.

Note: The Academic Manager or Operations Manager who processed the grievance at Stage 1 of the formal grievance, shall provide the Chair of the Grievance Panel with copies of all evidence and materials as well as all formal documentation related to the case, within five (5) days of receipt of notification of the appeal.

### ***Convening a Grievance Panel***

A Grievance Panel shall consist of no less than three (3) members selected from the pool of approved Grievance Panel members. The Grievance Panel will normally be chaired by the Campus Director.

The pool of approved Grievance Panel members shall normally include a variety of staff from SAE Auckland and SAE Southern campuses, including senior management and may include members of the Academic Board.

The Grievance Panel shall hear the appeal within ten (10) working days of receipt in accordance with the procedures detailed below. The decision of the panel shall be final. If necessary the Chair shall have a casting vote.

The Chair of the Grievance Panel shall then:

- provide the complainant with written confirmation of the outcome of Stage 2 (appeal) of the grievance.
- update the complaint record in the online system, with the outcome of the Grievance Panel.
- submit, within five (5) working days of the panel meeting, a written report to the SAE Southern Dean.
- seek to ensure that any actions arising from the decision of the panel are taken within the timescale identified in the report and shall report any failure to complete actions to the SAE Southern Dean.

### ***Procedural Rules for the Conduct of the Grievance Panel***

The Grievance Panel will examine the circumstances and evidence in the case. Where necessary the panel may ask the complainant, Academic Manager and/or Operations Manager and if deemed necessary any other party involved in the case, to provide further documentation and if necessary participate in a hearing

### ***Hearings***

Hearings shall take place at dates and times notified in writing to the complainant, members of staff and other students concerned, at least seven (7) working days before the hearing. The Chair of the panel shall, at the same time as they notify the date of the meeting, indicate the names of any persons that the panel intends to call to give evidence together with a copy of any statement obtained from those persons which are to be referred to at the hearing.

A person of their choosing may accompany the complainant or any respondents directly involved in the grievance. If the complainant or any respondent intends to be accompanied, the name and contact details of the accompanying person shall be notified to the Chair not less than seventy-two (72) hours prior to the meeting of the Panel.

Legal representation is not allowed at a hearing other than in exceptional circumstances with the prior approval of the Chair of the panel.

The complainant and respondents directly involved in the grievance and persons accompanying them shall be permitted to question any persons giving evidence to the meeting and to directly address the Grievance Panel.

If the complainant or any respondent wishes to introduce documents to the Panel, they shall supply copies of all such documents to the Chair at least five (5) working days before the date of the hearing. The Chair shall ensure these papers are circulated as soon as possible to the other party and to all members of the Panel. The Chair may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five (5) working days

The Grievance Panel shall meet and make their final deliberations in private. The panel shall initially decide and then inform all parties concerned how it will conduct the hearing subject to the procedures being consistent with the principles of these grievance procedures and of these procedural rules.

Meetings may be conducted via telephone conference where it is impractical to have all members present in one location. Any person that is unable to be present for the meeting, may, subject to the approval of the Chair, submit a written statement to the Grievance Panel.

Where all reasonable attempts have been made to contact the complainant, the Grievance Panel may proceed with the hearing with the complainant in absentia, if in the view of the panel there is sufficient documentation and evidence available to make a determination on the grievance.

The Grievance Panel shall establish the exact nature of the grievance, establish the facts as far as it is possible to do so, consider the facts, determine its decision and report its decision in writing within five (5) working days to the SAE Southern Dean and copied to all parties involved in hearing the appeal.

### **Stage 3 - External Mediation and Dispute Resolution**

If the complainant is not satisfied with the Grievance Panel outcome in Stage 2, they may make a written request to the Campus Director that they wish the matter be dealt with through an external dispute resolution process.

An external mediation and dispute resolution process will be organised by the Campus Director, under advisement from a local external mediation service. The external mediation service will appoint a suitably qualified mediator and make arrangements for a mediation to be held between the Institute and the complainant, as soon as practicably possible after receiving notification from the Institute.

The complainant or any respondent to the grievance may ask another person to accompany them to the external mediation. This support person is not the primary negotiator and is only able to speak at the mediator's discretion.

The mediator will undertake the mediation in line with the approved mediation rules of their agency. This includes the mediator assisting SAE and the complainant to identify the issues between them, and to explore options for, and if possible achieve the expeditious resolution of the dispute, by agreement between SAE and the complainant.

If a grievance still remains unresolved after the external mediation and dispute resolution process, the complainant may decide to refer the matter to the appropriate external agency, being The Quality Commission. The Quality Commission Scheme provides a free, independent complaint resolution service for students enrolled with SAE Institute, Auckland.

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For more information, or to find out how to register a complaint contact:

The Quality Commission Independent Tertiary Education New Zealand: [admin@itenz.co.nz](mailto:admin@itenz.co.nz)

<http://www.itenz.co.nz/quality-commission/about/>

SAE will bear all reasonable costs associated with the external mediation and dispute resolution process. This procedure will be executed at minimal or no cost to the student.

Upon completion of the external mediation and dispute resolution process, the Campus Director will update the complaint record in the online system, with the outcome.

Information regarding the Student Grievance and Complaint Policy and Procedure can also be found on our website at:

<https://auckland.sae.edu/about/policies/>

# PROGRAMME CONTENT

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## ORIENTATION

The first week of your programme is usually reserved as an orientation period, and will include:

- a full tour of the facilities
- distribution of the student handbook
- an introduction to your HoD and relevant staff
- issue of programme outline
- an outline of assessment requirements
- discussion of equipment requirements

Orientation is an important part of starting your programme, and you should take this opportunity to satisfy any questions related to the programme, the equipment and facilities, access to support services, or any other information required

If you are unable to attend the orientation, please speak with your Course Coordinator to arrange a time to discuss the information covered.

It is important that you understand the following information during your orientation. If you have any questions regarding these points, please speak to your HOD for clarification.

- Attendance requirements
- Academic requirements
- Refund policy
- Student Support services
- Student grievance procedures
- The SAE Handbook

To avoid any sense of doubt or confusion, it is particularly critical that you understand these requirements, policies and services before the end of the refund period.

## CHANGES

SAE may make adjustments to the content of your programme to allow for new topics to be introduced, updated, or replaced in order to maintain a high standard of industry relevancy. Class times may be changed during the programme. Students will be notified if any such changes occur. Disruptions including any timetable changes will however be kept to a minimum.

## COURSE COORDINATORS

Students enrol in a programme of study that comprises a suite of courses. Each course is administered by a Course Coordinator who is responsible for overseeing assessment processes and delivery. If you have any concerns during your studies you should first contact your relevant Course Coordinator and/or the HoD.

## ATTENDANCE REQUIREMENTS

- SAE expects students to attend all classes during the programme.
- Attendance records are monitored weekly by your Course Coordinator and by Student Support.
- You are expected to notify us of any absences, as shown below.
- Study Link requires SAE to give notice of any domestic students who do not meet attendance requirements. This may result in the cancellation of student allowances, and affect your eligibility for student loans and other financial assistance.
- New Zealand Immigration requires SAE to give notice of international students who do not meet attendance requirements, as this is a condition of the student VISA. This may result in the cancellation of the VISA and a deportation order being issued.

## ABSENCE

If you are unable to attend a lecture due to circumstances beyond your control, such as ill health or a death in the family, please notify Student Support as soon as you are able on:

(09) 394 7990

[absent.screen@sae.edu](mailto:absent.screen@sae.edu)

[absent.music@sae.edu](mailto:absent.music@sae.edu)

[absent.audio@sae.edu](mailto:absent.audio@sae.edu)

Absences of more than 3 days due to medical reasons will require you to obtain a doctor's certificate.

Repeated absence (2 days) from lectures without explanation will result in a warning letter being sent to you explaining that penalties may be imposed until your attendance meets requirements. This usually involves restrictions being placed on studio and equipment bookings.

In cases of prolonged unexplained absences of 5 days, and especially if we are unable to contact you, SAE will initiate a withdrawal process. This includes notifying Studylink of your absence, which may impact any loans or allowances you may be receiving. This also has serious implications and may impact your ability to enrol in any further study at SAE or elsewhere. It may also impact your ability to gain Studylink support in the future. It is therefore essential that you maintain communication with SAE to avoid this scenario.

If you are withdrawn from your programme, you are still required to attend an exit interview.

## **ASSESSMENT**

Programmes of study are divided into suites of courses worth 15 or 30 credits. The Diploma in Screen Production, for example, is a 120 credit programme divided into seven courses. The passing grade for all assessments is Pass (PP) – see the SAE Institute Grade Scale below. All assessments are graded via marking rubrics.

In order to successfully complete the programme, students must acquire the total credit value of that programme by successfully completing all the component courses.

For Professional Practice courses CC500, CC600 and CC700, students will receive either a “completed” or “not completed.”. Students are required to attend all classes and submit all assessments in order to achieve a “completed” grade.

Completion of all programme requirements makes the student eligible for graduation with that qualification.

## **PROGRESSION REQUIREMENTS**

At the completion of a Level 5 diploma, students may apply to transfer 120 Level 5 credits into a 360 credit Bachelor degree and proceed directly to Level 6 and 7 studies. In doing so they relinquish these credits with regard to a Level 5 diploma qualification.

Previous graduates of a Level 5 diploma who wish to return to study may apply to transfer credits towards the Level 7 programme, and in doing so relinquish their Diploma qualification.

For reasons of the rate of change in technological fields, students holding a Level 5 diploma qualification more than five years old may be required to undertake Level 5 studies again before commencing Level 6.

## **GRADE SCALE AND DESCRIPTORS**

In accordance with SAE Institute regulations, course results will be recorded using the following grading system.

GRADE	ABBREVIATION	DESCRIPTOR
HIGH DISTINCTION	HD	Outstanding or exceptional work in terms of understanding, interpretation and presentation. Displays genuine originality and sophistication of thought. Informed, up-to-date, also highly independent and persuasive. Complete and comprehensive understanding of the course content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all objectives of the course.
DISTINCTION	DD	A very high standard of work which demonstrates originality and insight. Informed, up-to-date, sustains a clear, cogent and persuasive argument. Shows evidence of wide reading or listening that has been effectively assimilated. Highly competent in conceptual, discursive and interpretive areas. Evidence of insight into topic and material. Evidence of thinking that goes beyond lectures and tutorial discussion. Demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all objectives of the course.
CREDIT	CR	Demonstrates a high level of understanding and presentation and a degree of originality and insight. Can organise material but argument may lack clarity, or be very derivative, or be poorly structured. Alternatively, it may be good work which goes astray at crucial points. Generally dependent upon lecture and tutorial material. Development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not fully achieved.
PASS	PP	Satisfies the minimum requirements. Adequate and passable understanding of most of the basic course content; Lacks sophistication but has some understanding of the material and basic skills of argumentation and interpretation. Writing is generally grammatically correct. Presentation weak. Development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not achieved.
PASS CONCEDED	PC	This grade is intended to provide a progression means for students who are in the final stages of an award. It is only awarded to a student who has achieved a final mark of 47-49% AND would otherwise be impeded in completion of award requirements. It is a terminating grade and cannot be awarded where the course is a prerequisite or corequisite with any other course. This grade can only be awarded by the Examiners' Committee.
FAIL	FF	Inadequate understanding of the basic course content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; Did not achieve minimum requirements of the course. Very poor quality work. Little or no evidence of effort or of basic academic or technical skills. Negligible grasp of the material or of relevant issues. Written and/or oral expression poor to the point of being illiterate. Very badly presented. Failure to achieve most major and minor objectives of the module.
FAIL: NO SUBMISSION	FX	Student has submitted no assessments for the course and has not withdrawn from the course.
UPGRADED PASS	PO	Awarded for an assessment task on a pass/fail basis indicating satisfactory development of relevant skills and/or knowledge according to the learning outcomes of the course.
RESULT WITHELD	ZZ	Temporary grade used for circumstances where the result is not available. Grade MUST be accompanied with advice on circumstance and estimated time of completion.
DEFERRED ASSESSMENT	ZD	Temporary grade used for circumstances where the result is not available because the student has been granted a deferred assessment. Grade MUST be accompanied with advice on circumstance and estimated time of completion.

## SUBMISSION AND RETURN OF WORK

For submission details, please see individual assessment items in Course Outlines and in Moodle. Student coursework assignments submitted by the due date will normally be returned with feedback within three weeks.

## EXTENSIONS

An extension to a deadline will only be considered under extenuating circumstances.

Any request for an extension must be made by you using the Online Extension Request Form, accessible in Axis, at least 24 hours prior to the due date. The Online Extension Request form can also be found on our website at:

<https://forms.gle/uWQo7AwGBQR4NVvn7>

You will be required to include the following information:

- Name, ID number and contact details.
- Course (eg. CC500 Professional Practice).
- Name of assignment (including course number), published due date and new submission date requested.
- Reason for extension request.
- Relevant documentation, eg. medical certificate.

Your Course Coordinator will consult with the Head of Department and Academic Manager in considering your request. You will receive a reply with an amended submission date if approved.

All late submissions must be submitted to Moodle.

## PENALTIES

A penalty will be incurred for late submission of work where no prior arrangement has been made, as follows:

- Work submitted up to 5 calendar days after the due date without an extension will be subject to a maximum grade of Pass.
- Work submitted 6 calendar days or more after the due date without an extension will not be marked and receive a zero mark and a fail grade (FF)
- Work submitted on or before the due date that is of insufficient quality to pass will be eligible for resubmission with a maximum grade of Pass.

## RESUBMISSION OF WORK

Work submitted on or before the due date that is of insufficient quality to pass will be eligible for resubmission within seven days and with a maximum grade of Pass (PP).

**Work submitted late will not be eligible for resubmission.**

## ACADEMIC INTEGRITY

Academic integrity relies on the application of honesty as the foundation of excellence in scholarship and learning. Students and staff of SAE will conduct themselves in their academic studies honestly and ethically and are expected to accurately acknowledge the work of others in all their academic activities, in creative endeavours, in the production of knowledge through research and in the reproduction of knowledge through scholarship and teaching.

Students and staff are expected to adhere to the provisions of relevant legislation, and to the rules, policies, regulations, procedures and guidelines at SAE, the accepted ethical practices of the higher education community in New Zealand, and the standards of relevant academic disciplines and professional practice.

Academic misconduct is behaviour that contravenes the values of academic integrity, which breaches rules, policies, direction and guidelines at SAE in relation to assignments and assessment, and which normally includes action taken with the intention of gaining an unfair advantage for self or others. It includes, but is not limited to, plagiarism, collusion, cheating and fraud.

Plagiarism is using the work of others without due acknowledgement, deliberately or inadvertently, and proclaiming it or allowing it to be considered as one's own for academic or other purposes.

Contract Cheating, where a student seeks to commission or commission another party, paid or unpaid, to produce academic work on the student's behalf.

Collusion is a type of plagiarism that includes, but is not limited to presenting the product of unauthorised collaboration to an examiner as independent work. Collusion also occurs when a person knowingly allows their work to be copied and passed off as the work of another person.

Cheating is improper conduct in examinations or other assessment tasks. It includes, but is not limited to taking unauthorised study material and aids into an examination room, copying from another student; sitting an examination for another student; 'recycling' work that has been prepared for one assessment by presenting it as original work for another assessment or re-presenting work previously submitted for an incomplete or failed assessment unless specific permission is given and/or the assignment is re-worked; and presenting a false reference list or bibliography.

Fraud is a form of cheating that includes, but is not limited to creating false data, and falsifying collected data from systematic enquiry and research investigations.

Academic misconduct is taken to be deliberate when a person has had the opportunity to gain an understanding of the practice of academic integrity before the misconduct has occurred, but may be inadvertent when the person does not have an understanding of the practice of academic integrity.

SAE uses a three strike approach for outcomes of academic misconduct. In the first instance of Academic Misconduct, the student will be counselled and provided an opportunity to re-submit the work. A grade of no more than Pass (PP) shall be applied to the assessment item. If subsequent academic misconduct is found to have occurred, then the student will automatically fail the course in which they have been found to be in breach.

In the case of a third, confirmed case of academic misconduct the student may be excluded from SAE for a period of five years.

In all cases, students will be provided the right to natural justice in line with the Institutes Policies and Procedures. Students also have the right to appeal and these cases will be handled in-line with the Institutes Policies and Procedures.

Confidentiality is a vital element of all processes related to academic misconduct, as an accusation may result in disruption or failure of student studies, in that person being unable to practice their profession or with serious consequences for an individual's reputation and employment prospects.

Therefore, confidentiality is essential in any matters relating to a suspicion of academic misconduct. Any person suspecting a student of a breach of this Policy should ensure that they have read the Policy thoroughly and must maintain confidentiality at all times.

All records of information, proceedings and outcomes will be maintained with care as to their security and will be provided only to those who have a bona fide reason to know about them.

Further information regarding our Academic Integrity Policy can be found at:

<https://auckland.sae.edu/about/policies/>

## TURNITIN

SAE Auckland may use Turnitin to assess the academic integrity of student work. Turnitin is an electronic plagiarism detection service that is used by many universities world-wide. When a student's assignment is submitted to the system it is matched against millions of Internet pages, electronic journals and a constantly increasing database of all previously and concurrently submitted assignments. Teaching staff receive a report from Turnitin that can be used as a resource to assist them in making a judgment as to whether a student's work is plagiarised.

## CROSS CREDITING AND RECOGNITION OF PRIOR LEARNING

Cross credit, credit transfer and recognition of prior learning (RPL) will be in accordance with standard institutional regulations and guidelines, as outlined in the Recognition of Prior Learning or Credit Transfer policy and procedure.

In accordance with NZQA regulations, the following definitions are applied at SAE:

- Recognition of Prior Learning means a process that involves formal assessment of a learner's relevant or current knowledge and skills (gained through prior learning) to determine achievement of learning outcomes of a qualification for the purposes of awarding credit towards that qualification.
- Credit Recognition and Transfer means credit awarded for having successfully completed an identical programme or standard at the same tertiary education organisation or another accredited tertiary education organisation.
- Cross-crediting credit awarded for having successfully completed an equivalent course or standard at the same tertiary education organisation or another accredited tertiary education organisation.

To apply for RPL you will need to gather information on the relevant professional training courses or experience you have already completed. If you are applying on the basis of life or prior work experience, please include documentary evidence that may assist in matching your skills against the programme outline.

This may include evidence from a previous employer showing:

- the employer's name.
- your position or job title, and how long you held it.
- the nature of your duties.
- a professional portfolio of project work.

To apply for Credit Transfer on the basis of previous study, please supply:

- the name of the institution.
- proof of successful completion (transcript of results).
- programme and course outlines from the syllabus.
- a testimonial for workplace experience from a reliable or recognised source (if relevant).
- a professional portfolio of project work.

Where you are applying for a combination of life/work experience and previous study, please provide as much documentary evidence as possible to assist the process.

If you are applying in areas that are heavily influenced by new technology or special procedures, pay particular attention to providing evidence that shows your skills and knowledge in this area are current. Applications will be processed within 5 working days (where possible) so that a customised learning plan can be designed and presented during orientation.

### **Interview**

As part of our appraisal of your application, you may be required to attend an interview to discuss features of the RPL application.

### **Exemption Granted**

You will be notified if your application is granted for RPL, or credit for courses of the programme. Where more information is required, you may be required to supply additional evidence or undertake a practical session with an academic staff member and/or studio supervisor.

## ISSUING YOUR QUALIFICATION

A qualification is evidence of student competency, so is only issued when all assessment decisions have been agreed upon by the Examiners Committee, and graduands ratified by the SAE Auckland Academic Board.

SAE issues qualifications for accredited training in accordance with the national requirements of NZQA.

Testamurs are valid only if as a minimum they include:

- Campus Director and Academic Manager signatures
- the full (legal) name of the recipient
- the full name and national code of the programme completed
- the embossed SAE seal
- A unique certificate number

An Academic Transcript showing each completed course will also be issued.

If a student withdraws from their studies after the refund period, or their enrolment has been cancelled by SAE, they will still be issued with an Academic Transcript indicating which courses they successfully completed and which courses were incomplete.

# SUPPORT SERVICES

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## STUDENT SUPPORT

As a commitment to pastoral care and academic progress, SAE Auckland offers a comprehensive Student Support service from registration to graduation. Support of students is a key responsibility of all staff and particularly academic staff members. To augment this, SAE employs dedicated Student Support staff members. From a holistic perspective Student Support strives to provide an inclusive and culturally sensitive learning environment. The needs of all students are met by a full-time cohort of staff who have additional individual focus areas of Maori, Pasifika and International students.

Student Support staff monitor ongoing progress and engagement via attendance, assignment submission, by consultation with academic teaching staff and through individual meetings. Student Support will contact students whose academic performance shows under-engagement or students who fail to attend compulsory assessment events. Student Support and your Course Coordinator will discuss these issues with you and will attempt to find solutions in order to improve academic engagement. It is the objective of SAE to encourage students to successfully graduate

## SAFE SPACE

SAE Auckland strives to provide a happy and safe learning environment. Every person on campus deserves to feel safe and respected at all times. No forms of discrimination or prejudice will be tolerated. Discrimination includes unequal treatment, slurs, and any offensive remarks, jokes and other verbal, graphic, or physical conduct related to an individual's race, religion, colour, sex, age, physical status, sexual orientation or gender identity.

If you feel unsafe or discriminated against at any point while on campus please reach out. You can phone, email or speak face to face with any staff member, including student support or the campus director. We take the safety of our students very seriously and will ensure your confidence in dealing with the matter.

Student Support can be contacted directly on:

Alex Harter: [a.harter@sae.edu](mailto:a.harter@sae.edu)

Alexandra Selkirk-Hanna: [a.selkirk-hanna@sae.edu](mailto:a.selkirk-hanna@sae.edu)  
(09) 373 4712

Our Campus Director can be contacted directly on:

Dr Suzette Major: [s.major@sae.edu](mailto:s.major@sae.edu)  
027 669 3119

# FACILITIES & EQUIPMENT

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## CAR PARKING

Unfortunately, we are unable to provide student parking, however a selection of parking buildings are available in the Parnell area, and two-hour parking spaces may be available along Heather Street and neighbouring streets. There may be a cost with these parking spaces.

Tournament Parking  
2 Heather Street, 8 The Strand, and 300 Parnell Road

Cathedral Car Park  
Cnr. Cathedral Place and Parnell Road

Foundation Building Car Park  
8 George Street

We encourage our students to use public transport where possible. Train and bus services all operate nearby, including the Inner and Outer Bus Link and the Parnell Train Station.

## CONGREGATION POLICY

Please do not loiter around the entrances or perimeters of the campus; this is to show consideration for the businesses operating near SAE, and a condition of our lease.

Students found to be loitering will be asked to relocate, and repeat occurrences may incur a two-week studio ban.

Please extend this courtesy to neighbouring businesses and homes, keep groups to a minimum to avoid blocking access, and remember to dispose of any rubbish or cigarette butts responsibly.

## SMOKING, ALCOHOL AND OTHER SUBSTANCES

SAE is a completely smoke-free and vape-free campus in accordance with both the Smoke-Free Environments Act 1990, and our lease agreement. We have a zero tolerance policy to any smoking or vaping anywhere on campus including the entrances and communal areas around our buildings, surrounding footpaths and car parks. Smoking or vaping on-site will result in a two-week ban from the studio facilities.

The consumption of alcohol or any other drugs on or around the premises is strictly prohibited. If a student is found with any of these substances, or found to be intoxicated, they will be automatically suspended from SAE and the appropriate authorities notified. You will also be responsible for ensuring that any guests or visitors you bring to the campus comply with these requirements.

Food and drink are not permitted in the classrooms, labs, or studios.

## COMMON AREAS

Student common areas, including JJ's Student Hangout Lounge at 18 Heather St basement and our library at 10 Heather St, contain couches and are available for you to relax and socialise in. We request that you respect the cleanliness of the campus and make use of the rubbish bins.

SAE does not provide an on-campus café, however there is an excellent selection available in Parnell Village. Tea and coffee is provided, free of charge, for students in 18 Heather St basement. Please do your dishes and ensure this kitchenette area is kept clean at all times.

Theft of the food provided for personal use off campus will not be tolerated.

## CLASSROOMS AND LABS

You are welcome to use vacant classrooms for running study groups, student meetings or undertaking assignment work. Please be respectful of each other in these spaces, maintaining a quiet environment for all.

Students may also use the computers within any vacancy computer labs outside of class times.

## STUDIO AND EQUIPMENT ACCESS

Studios and equipment will become available to you as you progress through your programme. Some of these facilities will be made available for use immediately, while others may have restrictions in place until you have achieved a competency rating in a specific assessment or signal flow test.

Your lecturers will advise you when new facilities may be used and what specific requirements are in place.

Class sizes are designed to allow each student adequate time to complete assignments. This is supported by our fair use policy and booking systems, which provides opportunities for all students to have access to our facilities and prevent anyone from monopolising the studios and equipment.

You are encouraged to team up with others in your class and spend time with each, trading roles as lead and assistant. Collaborative effort increases the amount of time you can spend in the studios or with equipment, and improves the productivity of your session time.

## STUDIO HOURS

The SAE studios are staffed by a Studio Supervisor from 8am-10pm Monday to Sunday. Studio Hours are subject to change, for example, in response to changing COVID-19 Alert Levels. Students will always be informed of any such changes.

## USING FACILITIES AND GEAR FOR NON-ASSESSMENT PURPOSES

SAE studios or equipment must only be used for educational purposes. Students must ensure that their use of SAE facilities or equipment relates to an SAE course/assessment. If students are found to be using our facilities or equipment for personal or commercial use, their enrolment may be terminated.

## BOOKING TYPES

### ***Long-Term Studio Bookings***

Bookings made for more than one day in advance are considered to be long-term, and are limited to 4 hours per week.

### ***Short-Term Studio Bookings***

Bookings made for the same or next working day is considered to be short-term, and you may have as many of these bookings as the studio or equipment availability allows.

### ***Film Equipment Bookings***

Film equipment is available for loan for periods of up to 48 hours at a time, unless special arrangements have been made with your Course Coordinator, HoD or the Head Studio Supervisor. The exception to this rule is weekends where you can take it out for up to 72 hours provided it is returned before 9am Monday.

Film equipment must be booked before 5pm the day before it is needed so that the equipment can be prepped for loan.

## STUDIO/EQUIPMENT RULES AND CANCELLATIONS

Please turn up to your sessions on time, or call the Studio Supervisor if you are going to be more than 15 minutes late.

If you are unable to attend your booking, please contact the Studio Supervisor at least 24 hours in advance to cancel or reschedule.

Penalties will be issued for breach of studio or equipment rules, given at the discretion of the Studio Supervisor, including studio and equipment booking restrictions.

The Studio Supervisors can be contacted by Slack #studios, phone (09) 373-4317 or e-mail Alex Ferrier the Head Studio Supervisor: [a.ferrier@sae.edu](mailto:a.ferrier@sae.edu)

## LIBRARY

SAE Auckland has a library of reference material suited to all levels and disciplines of study that we offer. Resources may be signed out by the Student Support. All students can access our library material. You may take the reference material off-campus for up to two weeks.

All students can access our library material. You may take the reference material off-campus for up to two weeks.

All students can access our library material. You may take the reference material off-campus for up to two weeks.

You will be responsible for returning any library books / reference material on time, and you must not transfer the material to another student. Failure to adhere to this policy may result in a studio ban or restrict your ability to graduate if there are outstanding books under your name.

Additional online resources, including our library catalogue and e-Library subscriptions are available via the library tile on Axis. This links the full SAE Global Library service and includes a wide range of electronic resources. An SAE librarian is also available to provide assistance when needed through the online library. We encourage you to make the most of this valuable resource.

## PUBLIC LIBRARIES

Membership to Auckland City Libraries is free to anyone living in the Auckland council area. Those nearest our campus are listed below, or you can find additional information online at [www.aucklandlibraries.govt.nz](http://www.aucklandlibraries.govt.nz)

Parnell Library  
Jubilee Building  
545 Parnell Road, Parnell  
Phone: (09) 373 5082

Central City Library  
44-46 Lorne Street, Auckland  
Phone: (09) 377 0209

A branch of the National Library of New Zealand is also located nearby, containing a wealth of information and resources to assist researchers. More information is available online at: [www.natlib.govt.nz](http://www.natlib.govt.nz)

National Library of New Zealand  
8 Stanley Street, Auckland  
Phone: (09) 365 8800

## PHOTOCOPIER

You are welcome to use the photocopier in the library. There is no charge when photocopying lecture notes or handouts relating to the programme.

## PHONES

Unfortunately, SAE is not an answering service. Messages will only be delivered if relating to an emergency.

Please turn your mobile phone to silent during class. This is for the consideration of other students and staff, and must be adhered to.

## CARE FOR FACILITIES AND EQUIPMENT

Please do not remove, unplug, or tamper with SAE equipment. If you discover a fault, or are experiencing problems while trying to use any equipment, inform the Studio Supervisor.

You will be held accountable for any damage sustained to SAE equipment and/or other resources if not used appropriately. Equipment is not to be moved between buildings, studios, labs, workstations, etc.

## VANDALISM

Any student found to be vandalising SAE property will be immediately suspended.

## PERSONAL PROPERTY AND SECURITY

Security measures are in place to reduce risk and foster a safe environment for students, staff and guests of SAE Auckland.

SAE Auckland and its staff are not responsible for any loss or damage to student property. We advise students not to leave their personal belongings unattended while on campus. If any items go missing please inform a staff member so footage captured via security cameras can be referred to.

SAE students and their visitors must adhere to all our Health and Safety procedures, including policies surrounding our response to COVID-19. This includes our vaccination requirement, mask wearing, physical distancing and contact tracing measures.

For more information regarding SAE Auckland's response to COVID-19, please see:

<https://auckland.sae.edu/covid19>

# SAFETY AND EMERGENCIES

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## HEALTH AND SAFETY

SAE takes great care to provide a safe learning environment that complies with the regulatory requirements of the New Zealand Health and Safety at Work Act (2015). You are reminded to observe safe work practices when completing training activities at SAE.

Students operating machinery or working with chemicals are advised to familiarise themselves with information regarding hazard risks and emergency procedures.

When moving or lifting any equipment, you should observe standard workplace principles for safety. If in doubt, you should seek advice from staff. You are required to report any damage to equipment or personal injury immediately to staff.

All students must abide by the details outlined on the Hazard Assessment Forms that are placed within each studio environment. If students are undertaking class work off-site, e.g. a film shoot, a Hazard Assessment Form should be completed and returned to SAE.

All students must abide by the Health and Safety policy, available via the Policies and Procedures tile on Axis. This includes abiding by all requirements regarding SAE's response to COVID-19. The Health and Safety axis tile also links to the Hazard Identification Form and Incident Reporting Form which a student can complete if they identify a hazard on campus, or should an incident occur.

## ATTIRE

SAE expects a reasonable standard of dress, including footwear and care of personal hygiene at all times. Open-toe footwear is not permitted in the studios.

## FIRST AID

First Aid kits are kept in each building and are available on request. Please inform a staff member immediately if you, or someone else, require medical attention.

Calls to emergency services can be made from any telephone on campus.

## FIRE EXITS

The fire exits are for emergency use only, and some are equipped with alarms for security reasons.

Please do not use the fire exits unless in an emergency, and take care to avoid blocking the exits.

### *Discovering a Fire*

If you discover a fire:

1. Activate the nearest fire alarm
2. Alert staff
3. Dial 111 and alert the Fire Service from a safe phone
4. Close but do not lock any doors to isolate the fire
5. Evacuate the building using the nearest safe fire exit
6. Attempt to put out the fire only if safe to do so
7. Do not use fire hoses on fires involving electrical equipment

## EVACUATION PROCEDURES

If you hear the fire alarm sounding or are instructed by staff to evacuate

1. Do not panic
2. Evacuate the building immediately using the nearest safe fire exit
3. Make sure that others around you are also evacuating
4. If using the fire stairs, ensure the stairwell is clear of fire and smoke before entering
5. Do not linger to collect personal belongings
6. Do not carry food, drinks, or bulky items
7. Close but do not lock doors behind you, and leave the lights turned on
8. Assist any mobility impaired person and anyone who has fallen or tripped if safe to do so
9. Move along the street to the assembly area
10. Do not re-enter the building until the Building Warden has given the "All Clear".

Further information about our Health and Safety Policy and Procedures, along with a copy of the Hazard Assessment form as well as our Hazard Reporting and Incident

Reporting systems can be found at:

<https://auckland.sae.edu/about/policies/>

This information is also available on your Health and Safety tile in Axis.

# APPENDIX 1: REGISTRATION AGREEMENT

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## 1 Definitions

1.1 The following terms are used in this agreement

- (a) “Applicant” - the prospective student prior to being accepted into the programme by the Institute.
- (b) “Date of Commencement” - the scheduled start date of the programme, as indicated in your Offer of Place letter.
- (c) “Programme” - the series of courses in which the student is enrolled.
- (d) “Administration Fee” - the sum of money paid by the student to cover administration costs during the programme.
- (e) “SAE Institute” - the School of Audio Engineering (NZ) Ltd, located in Auckland, New Zealand.
- (f) “NZQA” - New Zealand Qualifications Authority.

## 2 Acceptance into the Programme

2.1 An entry interview may be conducted with the applicant prior to acceptance into the programme. This may also include the request for additional supporting evidence such as Curriculum Vitae; audio and or visual works provided by the applicant.

2.2 The applicant will be notified in writing of their acceptance as a student into the programme.

2.3 SAE Institute reserves the right to decline the applicant’s entry into the programme. Non acceptance into the programme may include but is not limited to;

- the applicant not meeting the entry requirements
- the applicant owing fees from a previous SAE programme
- the applicant not successfully completing previous tertiary study

## 3 Tuition Fees

3.1 Student fee protection information: Upon enrolment in the programme, SAE Institute undertakes to provide appropriate student fee protection mechanisms according to the requirements of the NZQA. All fees are held by an independent trustee, pursuant to Section 235A and 235B of the Education Act 1989. This arrangement has been accepted by the NZQA as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.

3.2 Any remaining portion of tuition fees paid by the student shall be reimbursed in the unlikely case of failure of the Institute to provide tuition due to financial insolvency or regulatory closure.

3.3 The student agrees to pay tuition fees regularly and by the due dates. Late payment of fees may result in cancellation of enrolment.

3.4 The administration fee is non-refundable.

## 4. Content of Programme and Recognition of Prior Learning (RPL)

4.1 The student acknowledges that SAE Institute is entitled to change the content of the programme in which the student is enrolled at any time, allowing for new equipment and subject matter.

4.2 SAE Institute reserves the right to allow entry into the programme through recognition of prior learning and / or credit transfer.

## 5 Withdrawal

5.1 If the Student advises SAE Institute in writing of their intention not to commence the programme prior to the eighth calendar day for domestic students, or prior to the tenth working day for international students, from the date of commencement, any advance programme fee payments will be refunded by the Institute less the administration fee of \$500 (pursuant to Section 235A and 235B of the Education Act 1989). All refund payments are issued by the trustee.

5.2 Tuition fees will not be refunded after the eighth calendar day for domestic students, or tenth working day for international students, following the commencement of the programme.

5.3 If a student chooses to withdraw from the programme they are attending, the student is liable for any tuition fees outstanding at time of withdrawal. SAE Institute is entitled to recover from the student all legal and other costs incurred by SAE Institute arising from the collection of outstanding tuition fees.

5.4 Student withdrawals are to be submitted only in writing. An exit interview will be required. Non-attendance of classes does not constitute withdrawal from the programme.

## 6 Cancellation

6.1 If a student's conduct is deemed to be unsuitable to attend SAE Institute, SAE Institute reserves the right to expel the student. All tuition fees are due at the time of expulsion.

6.2 If a student's attendance is deemed to be repeatedly erratic or unsatisfactory or does not meet the requirements of the programme, SAE Institute reserves the right to cancel the student's enrolment.

## 7 Facility Equipment Use

7.1 The student acknowledges that during the use of facility equipment, they are responsible for ensuring no equipment is damaged or stolen as a direct or indirect result of a failure on their part to exercise reasonable care.

7.2 SAE Institute takes no responsibility for the function and integration, or loss of third party equipment brought onto the premises. All facilities are equipped to enable the student to complete the programme. The student is not permitted to use the facilities and / or studios for commercial gain.

7.3 In the event that facility equipment is damaged or stolen during use of the facility equipment as a result of failure on the student's part to exercise reasonable care of the facility equipment, the student agrees to pay within 21 days all costs relevant to replacing or repairing such equipment.

## 8 Ownership Issues - Students

8.1 SAE Institute retains ownership of any physical object, tangible material and / or intellectual property rights of any work created by students as part of their programme of study. The decision whether or not to exploit its rights to intellectual property lies with SAE Institute, not individual staff or students. SAE Institute undertakes to consult with creators as to the appropriate mode of commercialisation if required.

8.2 The student authorizes SAE Institute to use any images, tangible material, or student work for marketing purposes.

9 Disclosure of Information

9.1 The student authorises SAE Institute to release any and all information regarding the student for the mandatory reporting requirements to any and all government agencies.

10 SAE Institute Policy & Procedures

10.1 The student agrees to read and understand all relevant SAE Institute policies.

11 Acknowledgement of Registration Agreement

11.1 On signing this Registration Agreement, the student acknowledges that this constitutes the official contract between SAE Institute and the student.

11.2 This registration agreement is correct as at the time of publication, however is subject to change. For the latest version of the terms and conditions of enrolment, please visit SAE Institute's website.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their students. The Code sets out the minimum standards of advice and care that are expected of education providers for students. This ensures students in New Zealand are well informed, safe, and properly cared for.

There is further information about this on the New Zealand Ministry of Education website at: [www.education.govt.nz](http://www.education.govt.nz)

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enroll students must be a signatory to the Code and adhere to its requirements. A list of education providers that have signed up to the Code is available on the NZQA website at: [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website.

### English

[https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA\\_Pastoral-Care-Code-of-Practice\\_English.pdf](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf)

### Te Reo

[https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA\\_Pastoral-Care-Code-of-Practice\\_Maori.pdf](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_Maori.pdf)

If you have further questions about the Code, you can email:

[code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider.
- check that you have the prescribed insurance cover (International Students)
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations

- monitor their agents for International Students to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure. Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director. If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or iStudent Complaints - International Students (for concerns and complaints about money or contracts).
- Tertiary Education Dispute Resolution - Domestic Students

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint, see the NZQA website:

<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

International students can contact iStudent Complaints:

Website: [www.istudent.org.nz](http://www.istudent.org.nz)

Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

International phone number - +64 4 918 4975

Phone (within New Zealand) - 0800 00 66 75

Facebook: [www.facebook.com/istudent.complaints](https://www.facebook.com/istudent.complaints)

WeChat (search for 'NZ iStudent Complaints' Chinese language only)

Post - iStudent Complaints

P.O. Box 2272

Wellington 6014

New Zealand

# APPENDIX 3: SUPPORT AND DIRECTORY GUIDE

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## EMERGENCY

Police/ Fire Service/ Ambulance 111

## ALCOHOL AND DRUG PROBLEMS

Alcoholics Anonymous 24 Hour 0800 229 6757

Alcohol Drug Helpline 0800 787 797

Community Alcohol and Drug Service 0800 787 792

Narcotics Anonymous 0800 628 632

Quitline (smoking) 0800 778 778

## COUNSELLING, HEALTH AND INFORMATION

AIDS Foundation 09 303 3124

AIDS Hotline 0800 80 2437

Anger Management Programme 09 835 0509

Anglican Trust for Women & Children 09 276 3729

Auckland City Mission 09 303 9200

Auckland Central Victim Support Group 0800 842 846

Auckland HELP Foundation (Sexual Assault Victims) 24 Hours 09 623 1700

Auckland Sexual Abuse Health 09 623 1700

Human Rights Commission 0800 496 877

Cancer Information Service 0800 800 426

Chinese Lifeline 0800 888 880

Chinese New Settlers Services Trust 09 570 1188

Christian Prayer Line (NZ) 0800 508 080

Family Planning Association 0800 372 546

Family Support Services 09 360 0229

Gambling Crisis Hotline 0800 654 655

Gambling Youthline 0800 654 659

Healthline 0800 611 116

Lifeline 0800 54 33 54

Lifeline 24 Hour Counselling 09 522 2999

Manukau Youth Health Services 0800 775 222

Mid North Budgeting Services Trust 09 401 2216

Rape Crisis (National) 0800 88 33 00

Orakei Marae Social Services 09 521 0123 Pacific Island Refuge Centre 09 634 4662

Plunket Line 24 Hour 0800 933 922

Prisoners Aid & Rehabilitation Society 09 630 0862

Rainbow Youth Trust 09 376 4155

Relationship Services 0800 735 283

Salvation Army 04 802 6269

Samoa Atia'e I Magele Inc Society 09 256 0900

Schizophrenia Fellowship Auckland Inc 09 378 9134

Sexual Abuse Helpline 09 623 1700

Shakti Asian Woman's Safe House (24 hours) 0800 742 584

Stroke Foundation Ltd 0800 78 76 53

Sudden Death Helpline 0800 164 455

Tenancy Services 0800 836 262

Toughlove Auckland Inc. 0800 868 445

Victim Support 0800 842 846

Women's Refuge (Domestic Abuse) 0800 733 843

Youthline Crisis Phone Counselling 0800 376 633 46

## **SERVICES FOR PEOPLE WITH DISABILITIES**

Auckland Deaf Society Inc 09 630 6980  
Disability Resource Centre 09 414 5360  
Te Maori Hoani Waititi Marae 09 818 2323  
Nga Puawai O Wikitoria Kohanga Papakura 09 296 2143  
Ngati Whatua O Orakei Maori Trust Board 09 521 2884  
Rangimarie Kohanga Reo Takanini 09 299 2630  
Te Unga Waka Marae Epsom 09 520 0861  
Te Kura O Hoani Waititi Marae 09 818 2323

## **GENERAL**

Automobile Association 0800 500 222  
AT HOP - Bus Information 0800 103 080  
Citizens Advice Bureau (CAB) 0800 367 222  
Youthtown 0800 004 566  
Youth Help Line 0800 376 633  
Community Law Centre (Auckland) 09 377 9449  
Community Law Centre (Hamilton) 07 839 0770  
Maternity Care 0800 686 223

## **BANKS**

ANZ 0800 269 296  
ASB 0800 803 804  
BNZ 0800 800 468  
Westpac 0800 400 600  
Kiwibank 09 336 1133

## **GOVERNMENT AGENCIES**

Birth, Deaths & Marriages 0800 225 252  
Employment Relations Info-line 0800 800 863  
Human Rights Commission 0800 496 877  
Inland Revenue 0800 227 774  
Legal Aid 09 306 3315  
Land Transport and Safety Authority (LTSA) General Road Safety 0800 699 000  
LTSA Driver Licensing 0800 822 422  
LTSA Road User Charges 0800 655 644  
LTSA Motor Vehicle Registration 0800 108 809  
NZ Immigration 09 914 4100  
OSH 09 277 7415  
Post Office 09 302 1059  
StudyLink 0800 889 900  
Workbridge 0508 858 858

## **POISONS AND HAZARDOUS CHEMICALS**

National Information Centre Urgent Information 03 474 7000  
Non-urgent & General Information Weekdays 9am-5pm 03 479 1200 47

## **RESCUE SERVICES**

Civil Defence 0800 222 200  
Search & Rescue 111

WE LOOK FORWARD TO HAVING YOU STUDY WITH US. GAINING AN SAE QUALIFICATION IS A MASSIVE ACHIEVEMENT - WE'VE SET UP OUR TEAM, FACILITIES PROCESSES AND PROGRAMMES TO ENSURE YOU HAVE THE BEST CHANCE OF SUCCESS.

REACH OUT ANY TIME, AND KNOW THAT WE ARE HERE TO HELP YOU THROUGH EVERY STEP OF YOUR LEARNING JOURNEY.

GOOD LUCK

