



Ringa Atawhai Mātauranga

International Student Handbook



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01 INTRODUCTION

KIA ORA NAU MAI HAERE MAI – WELCOME!!!!!!

Ringa Atawhai Maturanga (RAM) extends a very warm welcome to you and we look forward to providing you with quality education and training in a friendly and supportive environment.

This handbook includes the policies, procedures, rules and regulations of Ringa Atawhai Maturanga as well as information to assist you to settle into studying in New Zealand. Additional information can be found on the Ringa Atawhai Maturanga website at www.ringaatawhai.org.nz

Who we are

Ringa Atawhai Maturanga is a kaupapa Māori private training establishment (PTE) based in Whangarei, Northland, New Zealand. RAM was registered by the New Zealand Qualifications Authority (NZQA) as an education provider in 2014. All the programmes we offer are approved and accredited by the NZQA. We offer a range of programmes suitable for domestic (NZ) and international students working in, or aspiring to work in Aotearoa, New Zealand's health and disability sector.

Ringa Atawhai Maturanga is ranked as a Category 2 provider by NZQA which means that the NZQA is highly confident in our self-assessment procedures and is confident in our educational performance. The NZQA external evaluation report can be viewed on our website at: www.ringaatawhai.org.nz or on the NZQA website.

All Ringa Atawhai Maturanga academic staff have relevant qualifications in their programme areas and have years of related work experience/s that complement their academic credentials.

Our Vision

The vision for Ringa Atawhai Maturanga reflects whanau (families) whose wairua (spirit) is strong and vibrant; who have fully developed their spiritual, intellectual, emotional and physical well-being; and who are confident, secure and pro-active in all aspects of the educational, environmental, social, cultural, economic and political life of Aotearoa, New Zealand.

Overview

International education is a lifechanging experience for students but for indigenous students in particular it can be a unique opportunity to connect with indigenous peers around the world, to share experiences and customs, and discuss the role cultural identity plays in education.

The values of manaakitanga, kaitiakitanga, whanaunagatanga and tino rangatiratanga are integrated into our programmes, which provides students with a powerful sense of belonging, connection and empowerment.

We offer a unique educational experience that integrates our rich Māori culture and traditions into our teaching and learning environments. International students can benefit from:

- **Cultural Immersion:** Opportunities to engage in Māori customs, language (Te Reo Māori), and values through programmes like noho marae (marae stay) experiences¹.
- **Customised Support:** Tailored assistance to help international students excel in an inclusive environment that respects and values diversity.
- **Educational Excellence:** High-quality education that responds to learners within the context of their whānau (family) and community.
- **Scholarships:** Access to scholarships specifically for Māori learners, which may also be available to international students interested in Māori studies.
- **Strategic Frameworks:** Strategies like Ka Hikitia – Ka Hāpaitia, which aim to support Māori learners and their whānau to achieve excellent and equitable outcomes.

These offerings help foster a deep understanding and appreciation of Māori heritage, making the educational journey in Aotearoa a profoundly enriching experience for international students.

NB: To enrol on any of our programmes you must be at least 18 years of age.



Location

We are located at [131 Dent Street](#), in the town basin of Whangarei city, bordering the beautiful Hatea River.



The Whangārei Town Basin is a picturesque international yachting marina located at the head of the harbour. It serves as a popular place for locals and tourists alike to enjoy the unique interface of city and Hātea River harbour-side. The “Hatea Loop” – Huarahi o te Whai (pathway of opportunity) – circles the Town Basin and inner harbour. This 4.2-kilometer walkway and cycle path opened in 2014 and includes a public sculpture and heritage trail. Additionally, the Town Basin is a perfect spot for family outings which is also frequented by international yachting visitors during the summer months

Life at Ringa Atawhai Maturanga

Life as a Ringa Atawhai Maturanga student is fun and fulfilling. Our commitment to sharing our vibrant rich history is unwavering. You will be studying alongside student from Aotearoa and around the world, in an environment that is welcoming, inclusive and supportive.

Life at RAM means much more than just study. Thanks to our extensive networks you'll have plenty of opportunities to make friends, make industry connections and make the most of all that life in Aotearoa, New Zealand offers.

Student Support

You will be well supported by our friendly team at RAM. They can help you settle in and provide you with advice on living and making the most of your studies in Aotearoa, New Zealand. We are accustomed to working with people from diverse backgrounds so you can be assured that your individual need/s will not be overlooked. We have endeavoured to include all relevant information to your time studying with RAM in this booklet and it is available in downloadable PDF format, on the RAM website, for your future reference.

We provide a 24-hour rostered system so that you are able to contact members of the Ringa Atawhai Maturanga team outside of office hours 24/7, if you need urgent help: Robyn Aloua on 0223032646 or Sue Bradshaw on 094303307 are your first points of contact.

02 WHY CHOOSE LIFE IN NZ AND WHANGAREI

New Zealand is a favourite destination for international students from all over the world - and it's not hard to see why. It is politically stable and affordable, with a top-quality education system - and it's one of the safest countries on the planet. In Aotearoa unrivalled natural beauty sits side by side with a thriving economy, in a friendly melting pot of vibrant cultures. People of all nationalities are welcomed here and encouraged to innovate, inspire and strive to reach their full potential.

Northland - Te Taitokerau

Known as “the winterless North” for its subtropical climate, Northland's expanses of white sandy beaches, great fishing and scenic locations like the Bay of Islands all combine to make it a popular place to live.



Cape Reinga, northern tip of the North Island.

New Zealand's northernmost region is home to around 180,000 people. Roughly half live in the largest city, Whangarei, around two hours' drive from Whangarei. The region is particularly rich in Māori tradition, having welcomed the canoes of the first explorer Kupe around 800 years ago. Today, around a quarter of Whangarei's population identify themselves as Māori.



Whangarei City observed from Mt Parihaka.

Aotearoa – multicultural environment

In Aotearoa/New Zealand you will find people from a variety of cultures, such as Māori, European, Pacific Island and Asian. New Zealanders (Kiwis) are friendly, laid-back and have a down-to-earth approach to life. *For example: most Kiwis are friendly when talking with strangers.*

New Zealanders tend to follow standard procedures, laws and are prepared to wait their turn. *For example: New Zealanders would not consider bribing a police officer and New Zealanders would queue in a line and wait for their turn.*

New Zealanders have a relaxed communication style. *For example: you do not need to use titles of respect and status when addressing someone, and it is acceptable to address your tutors and managers by their first name.*

In casual situations, Kiwis often use informal language. The table below lists some common New Zealand phrases and expressions:

All good	<i>It's ok</i>	Jandals	<i>Slippers, flip-flops</i>
Bach	<i>Holiday home</i>	Mate	<i>Friend</i>
Bloke	<i>A man</i>	No worries	<i>It's ok, not a problem</i>
Bro	<i>Friend (short for brother)</i>	Not even	<i>Not true</i>
Cheers	<i>Thanks, goodbye</i>	Stuffed	<i>Tired, broken</i>
Chips	<i>French fries</i>	Sunnies	<i>Sunglasses</i>
Dairy	<i>Local small convenience store</i>	Sweet as	<i>Good, cool</i>
Eh (pronounced 'ay')	<i>Pardon</i>	Togs	<i>Swimwear</i>
Heaps	<i>A lot</i>	Whanau	<i>Family</i>
Kiwi	<i>A New Zealander</i>	Yeah, nah	<i>No</i>

Māori and Culture

Māori are the indigenous people of New Zealand (Aotearoa). Māori have a rich culture, represented in art forms, relationships and the environment. The table below lists common te reo (Māori language) words you are likely to encounter in New Zealand:

Aotearoa		Marae	
Haere mai		Pakeha	
Haere ra		Parihaka	
Haka		Powhiri	
Hangi		Tamaki Makaurau	
Hongi		Tangata whenua	
Huarahi o te Whai	Pathway of opportunity	Te reo	
Kai		Tikanga	
Karakia		Waka	
Kia ora		Whakapapa	
Ingoa		Whanau	
Iwi		Whangarei	

Introducing yourself in Te Reo Māori

Pepeha is a way of introducing yourself in Māori. It tells people who you are by sharing your connections with the people and places that are important to you.

You can have your own personal pepeha by filling in the gaps in the below template:

MY PEPEHA

Tena koutou, tena koutou, tena tatou katoa

Ko _____ (name of a mountain in your hometown) _____ toku maunga

Ko _____ (name of a river/ocean in your hometown) _____ toku awa/moana

Ko _____ (name of your tribe/village) _____ toku iwi

Ko _____ (your mother's name) _____ toku Maama

Ko _____ (your father's name) _____ toku Paapa

Ko _____ (your name) _____ toku ingoa

No _____ (your country) _____ toku ahau (country)

No reira, tena koutou, tena koutou, tena tatou katoa

Te Tiriti o Waitangi - Treaty of Waitangi

Some Māori chiefs (Rangatira) and the British Crown signed New Zealand's founding national document, the Treaty of Waitangi, in 1840. The Treaty of Waitangi serves as a founding document for Māori and non-Māori partnership, protection and participation in Aotearoa/New Zealand. You will learn about the Treaty and Treaty issues as you proceed through your chosen programme. In the meantime, if you would like further information about the Treaty of Waitangi, please visit <https://teara.govt.nz/en/treaty-of-waitangi>

Transport

The Whangarei bus service provides an adequate means to get to and from your residence to our training venue/s. Our whanau support person or tutor (tutor) can advise you on the best means of transport and timetables. There are no bus services available after 6pm.

Driving

Although we do not recommend buying a car as it is expensive and there is risk involved, you may decide to buy a car after you have been in New Zealand for some time. If you do, you need to be aware of the following issues:

- **In New Zealand we drive on the LEFT side of the road. Beware of this, even when walking, if you come from a country that drives on the right side of the road.**
- A "Road Code" which includes New Zealand's road rules, can be obtained from New Zealand Transport Authority, www.nzta.govt.nz. It is important to understand this code before you drive.
- You must have a driver's licence to drive in New Zealand. You can use your licence from your home country to drive for a short time in New Zealand but you must get a New Zealand licence after this period elapses. The Automobile Association (AA) can provide details on getting a New Zealand licence. Information can be found at www.aa.co.nz or 0800 822 422.
- Take care when purchasing a car whether new or used. Some 'good cheap deals' often turn out to be very expensive. The AA can offer advice on buying a car, see contact details above.
- It is strongly recommended you obtain insurance for any vehicle you buy. Again, the AA can offer advice, but it does pay to "shop around" for car insurance.
- If you have an accident, (1) stop, (2) if anyone is hurt dial 111 for emergency services, and (3) if no one is hurt then collect details and inform the police or your insurance.
- **TAKE CARE – New Zealand road rules may be different to your home country and New Zealand drivers may behave differently on the road.** Please read the information in the link below before you start driving: www.nzta.govt.nz/resources/driving-in-nz/

Airport Pickup

If you are travelling from overseas you will need to transfer from your international flight to a domestic flight to Whangarei. Alternatively, you may choose to use the Intercity bus service.

We can pick you up from the airport of the bus depot upon your arrival if you wish and take you to your place of residence. Alternatively, you can take a bus, taxi or airport shuttle from the airport to our office or your place of residence. For more information about these services, check out the following link:

- <https://www.intercity.co.nz/cheap-north-island-buses/Whangarei-airport-shuttle/>
- <https://www.kiwicabs.co.nz/>

Accommodation

Ringa Atawhai Maturanga does not provide accommodation directly, but we will assist you to make suitable living arrangements therefore it is important to plan ahead for accommodation. It is not always easy to find somewhere suitable to stay. If you intend to rent a place, landlords will most likely want to meet you in person.

Consider the distance from our training venue and the transport options available when deciding where to stay.

If you cannot arrive early to find a suitable place, you will need to book temporary accommodation for a reasonable period. If you want to arrange accommodation yourself, you need to be aware of New Zealand tenancy laws, costs, and other day-to-day aspects of independent living.

You have several accommodation options, and we can assist you with any of these.

Renting or sharing an apartment or house:

If you want to rent a house, flat or apartment in Whangarei, whether on your own or with others, look at the following websites: trademe.co.nz, easyroommate.co.nz and nzflatmates.co.nz, and browse information on rental types, costs and agreements (<https://www.tenancy.govt.nz/>). The suburb you live in will affect the cost of renting a house, and lifestyle factors such as commuting, public transport and access to work, schools and shops. Find information on Whangarei suburbs at: https://geographic.org/streetview/new_zealand/northland/whangarei/index.html

Renting or sharing an apartment or house is a popular choice for many long-term students, however most landlords (owners of apartment or houses) expect four weeks rent in advance, part of which is kept as security (called a bond) in case a tenant cannot pay their rent or causes damage to the property. The bond is repaid to the tenant when the rental agreement expires if there is no damage and rent has been paid on time.

Apartments and houses in Whangarei are often not furnished so you must get your own furniture, but they do have cooking facilities and often a fridge and washing machine. Check if the apartment or house is furnished prior to signing up.

Rooms in shared flats and houses generally range from about NZ\$120 – 200 per week and you will normally be expected to pay rent in advance. Food is usually not provided and food expenses are shared by flatmates who take turns cooking, or you buy and cook your own.

NOTE: *You should NEVER sign anything which you do not agree to or do not understand.*

If you have any problems with a landlord, or do not understand your rental agreement, you can contact the Tenancy Service for advice and information on telephone 0800 83 62 62. This service is free of charge. The RAM Student Support team can also provide advice and support.

Homestay:

We do not provide homestays but recommend this as an option for the first four to eight weeks of arriving in New Zealand. Starting your stay in New Zealand with a homestay gives you the chance to get used to being in a new country, and to meet other students you might want to share accommodation with later.

A homestay will provide you with a secure and welcoming environment and show you a glimpse into the kiwi way of life. It will provide you with an opportunity to understand the culture and customs of the NZ people and expose you to the NZ accent. Homestays provide breakfast and dinner every day, with lunches provided on weekends. You will have your own room (with a desk), which you are expected to keep clean and tidy.

Homestay accommodation costs NZ\$250-280 per week and is payable one month in advance.

There is usually a non-refundable homestay placement fee of NZ\$250.

Check the Study Northland website for homestay information at:

<https://www.studynorthland.nz/article/become-a-homestay-family/>



Backpackers:

If you haven't arranged permanent accommodation before your arrival in New Zealand you may choose to stay at a Backpackers Hostel or Motel while you look for somewhere to live. However, these are probably not the best options for a long term stay as they are usually more expensive than homestay accommodation or flatting with other people and there is usually little privacy for study.

Below is a list of some backpackers and motels in Whangarei that range in price from \$60-\$200 per day:

Honey BnB

52 Punga Grove Avenue, Riverside, Whangarei

(0)9 430 8757

<https://www.honeybnb.com/>



Little Earth Lodge

85 Abbey Caves Road, Whangarei, Northland

+64 (0)9 430 6562

<https://www.littleearthlodge.co.nz/>



Bunkdown Lodge

23 Otaika Rd, Whangarei, Northland

+64 (0)9 438 8886

<https://www.bunkdownlodge.co.nz/>



Whangarei Falls Backpackers

Ngunguru Road, Glenbervie, Whangarei, Northland

+64 (0)9 437 0609

<https://www.whangareifalls.co.nz/>



If you have any problems regarding your accommodation, please inform the staff of RAM immediately. *Your welfare is our top priority, and you have rights in accordance with the Residential Tenancies Act 1986. We can help you navigate this process.*

Living Costs

INZ will require you to prove that you have at least \$15,000 per year to support yourself while studying. Working part time, if your visa allows this, can help you with some of your living costs.

Below is an example of what it could cost to live in Whangarei:

Item	Cost per week
Renting with others (3 bedrooms) – based on Whangarei prices	\$180
Food – basic dietary requirements	\$64
Power	\$13
Bus – with regional bus card discounts	\$23
Phone – minimum phone and text plan	\$5
Internet – unlimited broadband	\$7
Other (includes clothing/toiletries/make-up)	\$20
Total	\$312

Ref: <https://www.studylink.govt.nz/starting-study/thinking-about-study/cost-of-living.html#null>

You will find more detailed information at [Tuition fees and cost of living | Study with New Zealand](#)

Getting Help

Ringa Atawhai Maturanga can assist you in gaining access to a wide range of external support services to help you settle into your new environment and for ongoing support. Please refer to Appendix A for the list. You will find an extensive list of support services available in Northland by logging on to: <https://heartsandminds.org.nz/directory> and inserting your support needs in the search bar. Alternatively, a hard copy booklet is available at the RAM administration office at the reception desk.



03 STUDYING IN NEW ZEALAND

Visa

There are a number of different visas for people who want to study in New Zealand. Visit **Immigration New Zealand for information on all visa options:** www.immigration.govt.nz

Working While Studying

International students can work locally when they study in New Zealand (Please refer to the conditions on your student visa). You may be allowed to work part-time for up to 20 hours a week and full-time during all scheduled holidays and the Christmas and New Year holiday period depending on the type of programme you are enrolled in. International students are not allowed to be self-employed. You must work for an employer and have an employment agreement.

<https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

Minimum wage rates are set by the government and are reviewed each year. Please visit: <https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>

Our support team will be able to provide the guidance you require about working in New Zealand.

Employment rights and obligations

The Employment rights website provides information about your employment rights and obligations such as the minimum wage, rest breaks and holiday pay.

<https://www.newzealandnow.govt.nz/work-in-nz/employment-rights>

Accident Insurance

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

Insurance – Medical and Travel

International visa students and students on work visas must have appropriate and current medical and travel insurance while studying in New Zealand. Ringa Atawhai Matauranga organises medical and travel insurance that meets all the requirements of the Code of Practice. Typically, insurance costs for international students studying in New Zealand range from \$800 NZD for a full year. This cost is set by the New Zealand government and is a legal requirement for all international students. The insurance policies are designed to cover unexpected medical care, theft, loss, and damage of personal effects, as well as travel disruption. When you receive your policy, please read it carefully and note what is not covered. Remember that you will be responsible for any costs not covered by your insurance policy. Alternatively, you may access the Te Whatu Ora website see if you are eligible for public health services. Those people on work visas should check with their employer who may or may not cover insurance costs as a condition of employment.

Ringa Atawhai Matauranga has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by NZQA. Copies of the Code are available on request from Ringa Atawhai Matauranga or from the NZQA website at <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

The NZQA website also provides the 2021 Code of Practice [in other languages](#) along with a pamphlet that provides a summary of important information for international students and their families.

04 NEW ZEALAND LAWS

We've taken care to ensure these summaries are accurate, but please ask your tutor if you need clarification about any legal matters, They will answer you directly or refer you to the right person or agency if necessary.

Human Rights Act 1993

The Human Rights Act prohibits discrimination against people or differential treatment based on a person's race, ethnic origin, sex/gender, sexual orientation, age, religion, political views, marital status or disabilities. Ringa Atawhai Matauranga upholds the Human Rights Act by providing equal opportunities to all students and staff.

Harassment

Any kind of harassment, including sexual, racial or general harassment is unacceptable at RAM. Examples may include physical or verbal harassment, offensive remarks, or inappropriate and unwanted contact. If you feel you have been harassed, speak to any staff member for confidential support.

Privacy Act 1993

The Privacy Act relates to the accuracy, collection, storage, security, use and disclosure of personal information, as well as requests for access and correction of personal information. Ringa Atawhai Maturanga upholds the Privacy Act by not disclosing your information to a third party without your informed consent. Government authorities such as New Zealand Qualifications Authority, TEC, The Ministry of Education or Immigration NZ may require your information with consent.

Sexuality and Age of Consent

In New Zealand, the minimum legal age an individual can consent to participate in sexual activity is 16 years old. Individuals aged 15 or younger are not legally able to consent to sexual activity, and thus such activity may result in prosecution. It is also illegal to engage in sexual activity with a person that is unable to consent, for example a person that is too intoxicated by alcohol and/or drugs. You should never feel pressured into participating in any sexual activity. If you have concerns, please speak to any staff member for confidential support. In New Zealand, anyone of any age has the right to access sexual health services, information and advice including contraception, testing or treatment for sexually transmissible infections, pregnancy and abortion, and all of these services are confidential.

Workplace Rights

In New Zealand your workplace rights include having a right to a healthy and safe work environment (Health and Safety at Work Act 2015). You have employment rights, rights to wages and pay (Minimum Wage Act, Wages Protection Act, Equal Pay Act), holiday and leave. For more information, please visit:

<https://nzstudywork.immigration.govt.nz/work-rights-for-all-workers/>
<https://www.newzealandnow.govt.nz/work-in-nz/employment-rights>

Alcohol and Tobacco

In New Zealand, anyone aged 18 years or older and shows an approved ID can purchase alcohol or enter licensed premises. Approved ID may include a current passport, current NZ driver license or an 18+ Hospitality NZ card. It is an offence to supply alcohol to a person aged 17 years or younger. If you are driving, there is a zero-alcohol limit if you are under 20 years. If you are 20 years or older, the legal alcohol limit is 250 mcg of alcohol per litre of breath or 50 mg of alcohol per 100 ml of blood. For more information, please visit <http://www.police.govt.nz/>

Similarly, anyone aged 18 years or older and shows an approved ID can purchase cigarettes and tobacco products. It is an offence to supply these to persons aged 17 years or younger. The New Zealand Government is committed to a goal of New Zealand becoming smokefree by 2025, and smoking is prohibited in most indoor workplaces including restaurants, bars, public transportation and outdoor school areas with limited exceptions.

Medicine and Drugs

It is illegal to buy, use, possess, cultivate, sell or traffic certain drugs. These offences may result in fines and/or imprisonment. For example, methamphetamine and ecstasy are illegal drugs (Misuse of Drugs Act) and have severe penalties. If you are involved in illegal drug activities, your enrolment at Ringa Atawhai Maturanga will be terminated, and Immigration New Zealand will be notified. For more information, please visit <http://www.police.govt.nz/>

Refer to Emergency Contact numbers on page 36.

05 STUDYING AT RINGA ATAWHAI MATAURANGA

What can I expect on my first day? Orientation.

Your journey with Ringa Atawhai Maturanga begins with an Orientation programme. Your introduction to Māori culture will begin on this day as the event will be hosted by the mana whenua (people of the land) at one of our local marae.

You are required to attend this programme on the date advised at the time of enrolment. Attendance is mandatory as it will help you to settle in well, prepare you for life and study in Aotearoa/New Zealand, meet staff and make new friends

You **MUST** bring your passport on Orientation day, and if you have an electronic visa, you **MUST** also bring a paper copy of that visa.

You will be able to complete the final step of the enrolment process by signing a “Declaration” (if you have not already done so) after attending the Orientation programme. Two weeks after orientation you will receive your Student ID card which will provide access to a range of services and student discounts.

Staff will be available to assist you with any questions you may have during and after Orientation. We are aware that students come from diverse backgrounds and that the needs of students will vary from one to another. We are prepared for this and will ensure that individual needs and differences are taken into account during the orientation process based on the information you have provided to date.

Topics covered during Orientation will include:

- Tour of the main training venue
- Introduction to your tutor, academic manager, whanau support person and the CEO.
- Contact details of 24/7 staff member for urgent support outside hours
- Overview Code of Practice
- Refund policy
- Grievance procedure (internal and external)
- Student Complaints process

- Building evacuation in case of emergency
- Meet and greet other students in your programme
- Introduction to Life in NZ
- Facilities provided by RAM
- Support Services for international students
- Health and safety issues
- Attendance
- Disciplinary process
- Termination of enrolment and what situations constitute a termination
- Programme overview/s including learning outcomes and pathways for further study

Lunch is provided on Orientation day.

Staffing, Facilities and Equipment

Staff

Ringa Atawhai Maturanga has many highly trained, qualified and experienced academic staff to teach our NZQA-approved programmes. Their extensive health sector experience and networks enable access to industry experts to enhance the learning experience.

Teaching staff maintain an open-door policy to students, and this together with small class sizes allow for numerous opportunities for growth and learning.

Class numbers range from 10 to 25 students, depending on the programme.

In addition to the academic staff, students also have access to student support staff to help with pastoral care issues.

Equipment and Facilities

Ringa Atawhai Maturanga provides adequate resources, equipment and premises for its education and training services. Resources, equipment and premises meet the requirements specified for the delivery of programmes and courses within its scope of accreditation, as per the requirements of the Education Act 1989, section 236 (1)(b) and section 259.

RAM offers student a high-quality educational experience within a marae environment. Computers are available to all students and break out spaces provide private study areas and spaces for practical healthcare training.

We have strong ties with our local healthcare providers so sometimes aspects of our programmes will be delivered from their facilities when/if appropriate. These

Venues

Ringa Atawhai Matauranga's main administration site and training venue is situated at 131 Dent Street Whangarei.



131 Dent Street is an ex medical centre owned by Dr Bruce Cottey. The premises are leased on a tri-annual basis with ROR.

The complex comprises:

- 6 treatment rooms from which Rongoa Services are delivered.
- 10 offices.
- A library.
- A conference room.
- 3 separate kitchens.
- 3 training rooms.
- 3 showers and 3 toilets.

The property is situated in the heart of Whangarei City and sits on the banks of the Hatea River.

The building complies with all local body bylaws and building codes, and the lower level is easily accessible by those who have physical disabilities.

Terenga Paraoa Marae

The marae, from which we deliver programmes is located in Whangarei at Terenga Paraoa Marae situated at 10 Porowini Avenue, within 5 minutes walking distance of the central city. The buildings comprise a wharenui, wharekai, an ablution block with male and female toilets, showers and an administration office. The latter is fully self-contained with a separate kitchenette and toilet. (Staff facilities) The amenities are fully compliant with council bylaws and the “Building Warrant of Fitness” is current. The venue provides off-street parking for approximately 30 vehicles with street parking available around the complex. The wharenui can accommodate up to 200 people and the wharekai can seat 80 people at a time. The Whangarei City Library is within 5 minutes walking distance of the complex and WIFI access is available. (Unlimited Broadband connection)

All buildings have adequate facilities for disabled people to visit, work, and carry out normal activities in compliance with The NZ Building Act and Building Code. A Health and Safety Hazard Board, displayed on the exterior of the administration office, clearly identifies any potential hazards that may present. Eg reverse parking.

The permanent site complies with all requirements for the access / egress, heating, lighting, sanitary conveniences (including the number and gender of toilets), ventilation and space as set out in the Ministry of Education Health and Safety Code of Practice for Schools and is zoned as appropriate for public assembly. The complex is also the designated assembly point in the event of a natural disaster in accordance with the Whangarei District Councils, Civil Defence Emergency Plan.



Māhimaru Marae (Permanent Site)

Locality: 6083 SH 10, Awanui, Kaitiaki Region: Northland

Rohe: Te Tai Tokerau Iwi / Rūnanga: Ngāi Takoto

Māhimaru marae is located in Awanui along State Highway 10 on the boundary between Ngāti Kahu and Ngāi Takoto. Māhimaru is also the name of the papakainga.

The wharehau is called Te Whakamomoringa. Māhimaru marae is one of five marae of the iwi of Ngāi Takoto.

The Mahimaru Marae is fully compliant with local body by-laws and currently used by a number of other registered and accredited providers such as Te Wananga o Aotearoa and Awanuiarangi.



Hokianga Health Rawene Hospital

Locality: 163 Parnell Street, Rawene Hospital, Hokianga, Northland 0443

Rohe: Te Tai Tokerau Iwi



Student ID card

Upon payment of fees and commencement of your study, Ringa Atawhai Matauranga will take your photo for your student ID card. You will receive your student ID card within two weeks of starting your study. You can use your student ID card to get discounted travel on certain bus and train services (please speak to your tutor or reception for more information).

Attendance Policy

Notify your tutor if you need to be absent by calling 09 4303307 or 0508educate or emailing your tutor at (insert their name) _____@ram.org.nz.

Please treat your attendance here as you would at a workplace. Our strict attendance policy is put in place to maximise the effectiveness of your training and learning and to support you on your path to success.

You are required to attend every wananga (lesson) for the full duration of your programme. Unless granted exemption by the Academic Manager, you are required to maintain an attendance rate of 100%. This means attending all classes for the full period, except for scheduled breaks. Any absenteeism must be supported by a valid reason and documentation.

Students are required to be punctual. Arriving late or needing to leave early without a valid reason will affect your attendance as you will be marked absent during those times. If you are sick or unable to attend class due to unforeseen circumstances, it is your responsibility to inform Ringa Atawhai Matauranga in writing and present a valid medical certificate. As a student, it is your responsibility to comply with INZ attendance requirements.

Unexplained absences will result in the termination of your enrolment at Ringa Atawhai Matauranga and Immigration NZ will be notified. Immigration will cancel your student visa and you will be required to leave New Zealand. This will jeopardise your chances of returning here and possibly travelling elsewhere overseas.

Student-free days

From time-to-time Ringa Atawhai Matauranga may schedule student free days to accommodate various operational requirements. On such days, your tutor will plan specific learning activities for you to complete at home.

Student Fees and Refund Policy

All students accepted into a programme will be sent a Letter of Offer and Tax Invoice, listing the student's details, programme of study and any associated fees. (Refer to pages 37 and 38 for details) These details must be carefully checked. This is your "invoice" for payment. Fee payments can be:

- Made through your agent, (if applicable)
- Deposited into an account in your name with the NZ Public Trust (<https://www.publictrust.co.nz/>)
- Made in person at Reception via cash or online payment.

All fees and charges must be paid prior to the commencement of the programme. If fees are not paid within the required period, students will not be permitted to attend class and their place in the programme may be offered to another applicant.

(Refer to the RAM's Student Fee Protection and Refund Policy for full details).

General Refund conditions applicable to all programmes

No refund will be made:

- Where a student has been expelled for misconduct
- When a student withdraws 28 days after the start of the programme.

Before processing a refund of fees, Ringa Atawhai Maturanga will require written confirmation of the withdrawal.

If Ringa Atawhai Maturanga decides, for any reason, to discontinue a programme, before the planned start date, all funds received will be fully refunded. Ringa Atawhai Maturanga Limited will not be liable for any other claims other than the full refund of funds received if such an event does occur.

If a refund is appropriate pursuant to the Ringa Atawhai Maturanga Refund Policy:

- a) If the funds are received via a third party Ringa Atawhai Maturanga via the Public Trust fund will endeavour to refund fees to the party that paid the fees to.
- b) If Ringa Atawhai Maturanga is aware that a student has obtained a bank loan for the purpose of attending RAM we will endeavour to refund fees to the relevant lending bank unless otherwise instructed by that bank.

Credit Transfer and Recognition of Prior Learning

Students who have undertaken a formal course or programme of study at a tertiary institution other than Ringa Atawhai Maturanga, and successfully completed all or part of that course, may apply to be awarded appropriate credit towards their programme at RAM. Credit transfer is only awarded when the learning outcomes of the course completed matches the learning outcomes for the programme of study offered by RAM.

Students seeking “Recognition of Prior Learning” should provide a portfolio of evidence of a match between their skills and knowledge or competence and the learning outcomes of the Ringa Atawhai Maturanga programme.

Evacuation

All evacuation procedures are explained and displayed at class venues. At all times, please stay calm and follow the instructions of staff. There will be random drills throughout the year.

Health and Safety

Students will be expected to be aware of and adhere to the Health and Safety Policies not only of Ringa Atawhai Maturanga’s but also of each site that the student visits or works in.

Students must declare, on their Enrolment form, any medical conditions or injury which may affect them and any medication that they are required to take.

Students participating in off-site activities must abide by RAM’s student rules and the Health and Safety Regulations of the place they are visiting.

Sickness

If you are sick, please provide us with a valid Medical Certificate from a registered New Zealand medical practitioner. RAM reserves the right to verify a medical certificate or to require students to see a specified doctor. Medical certificates must be from a New Zealand registered doctor -this excludes homeopathy or international doctors.

If you are sick or injured while at RAM, inform your tutor or come to reception where First Aid Kits are available. It is the policy of Ringa Atawhai Maturanga not to dispense any oral medication.

For non-emergency daytime medical attention, we are close to White Cross medical centre.

White Cross Whangarei provides comprehensive services for accidents and illnesses 7 days a week. They are an urgent care clinic near you that's open every day – so you can get medical help quickly.

White Cross Medical Centre

32 Reyburn Street, Whangarei

phone 09 470 1083

Normal Hours

Monday	8:00am – 8:00pm
Tuesday	8:00am – 8:00pm
Wednesday	8:00am – 8:00pm
Thursday	8:00am – 8:00pm
Friday	8:00am – 8:00pm
Saturday	8:00am – 8:00pm
Sunday	8:00am – 8:00pm

General practitioners (family doctors) in New Zealand work in local medical centres or clinics, not hospitals. You should make an appointment (call the clinic) to see a doctor if you become sick. You can request a male or a female doctor for the appointment; you can also request a support person or other professional to accompany you for your appointments. Clinics are usually open from 8am to 4.30pm. For medical assistance outside of these hours, you can go to White Cross without an appointment. Only in case of an emergency should you go directly to the hospital.

In general, most international students are not entitled to publicly funded health services while in New Zealand. When you become sick, your travel and medical insurance may cover the costs for visits to the doctor. You need to make a formal claim with the insurance company, and you must submit your receipts for this. Please speak to reception if you need help with making insurance claims.

Going to Hospital

Whangārei Hospital is Te Whatu Ora's largest and provides secondary specialist care to all Northland's residents. It has 246 inpatient beds and a 24-hour Emergency Department. In the event of a medical emergency dial 111 and you will be transferred to the relevant service.

Whangarei Hospital

Ph: +64 9 430 4100

Injury or Accident

The Accident Compensation Corporation (ACC) provides 24-hour personal injury or accident cover for visitors to New Zealand. For more information, call free phone 0800 101 996 or check online at www.acc.co.nz.

Drugs from the pharmacy and diagnostic tests

Many drugs are available directly from the pharmacy or chemist. However, some medicines require a signed prescription. A doctor writes the prescription, and a pharmacy provides the medicine. The costs vary depending on the medication prescribed. You will have to pay for any diagnostic tests (such as blood tests) from a laboratory. These may be covered by your travel and medical insurance.

Visiting the Optometrist or Dentist

Search the internet for a list of optometrists and dentists. Most of your travel and medical insurance does not cover optometry or dental services.

Resolving Issues/ Complaints Process

We want you to be happy at RAM. However, there may be times when things do not go as smoothly or as well as we may like. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem.

The list below gives you an idea of what to do if you have a problem. At all these meetings, notes will be taken of your concerns and of the solutions put in place. Please feel free to bring a friend or support person with you when you meet with RAM staff to assist with language if necessary, or simply to support you. We are here to help.

Problems with friends, landlord or other people outside of RAM:

Take the time to talk to your tutor, whanau support person or any other staff member in confidence about your concern in order to receive advice and assistance.

Problems related to staff, other student(s) or experience at RAM:

Make a time to talk to your tutor, or whanau support person in confidence about your concern. All our staff are very professional and welcome feedback and are only too willing to listen to your concerns. They will do their best to resolve the issue with you.

Students on work visas.

If you are studying with RAM, it is because your employer/sponsor requires you to do so as a condition of your employment. You will have certain conditions to meet which fall outside of

RAM's control however, we are committed to ensuring that while you are studying with us you are afforded the rights of all other students.

The procedures below provide a guide on how to lay a complaint or resolve issues.

Step One

In the first instance seek help or support from friends, another student or someone else you trust so that you can clearly define the issue and seek ways to resolve it. Clearly defining the problem means to be specific when describing the issue, including the date/s that the problem occurred, and what was said or done that gave rise to the problem. A Complaints Form is available to assist with this.

Step Two

Once the problem is clearly defined, and before any formal written complaint is made, try and resolve the matter directly with the person involved. If the complaint is against your kaiako or another staff member and you do not feel comfortable discussing the matter with them, discuss your complaint with the Academic Manager. If agreement is reached at this point, the complaint is considered resolved and the process will be completed.

Step Three

If the complaint is unable to be resolved at this stage or you are not satisfied with the outcome, the student may either raise the matter with the CEO who will work with them to find a resolution. The CEO must respond, verbally and in writing, to serious matters within 24 hours or within 7 days in all other cases. If agreement is reached at this point, the complaint is considered resolved and the process will be completed.

Step Four

Failing a satisfactory resolution, you or your support person(s) should make a formal complaint by accessing the NZQA's webform at [Concerns about education providers - NZQA](#) or if the complaint is contractual or financial, your complaint may be resolved under the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) (DRS) 2023. You can contact the DRS directly at:

[Helping domestic tertiary learners and international students resolve disputes with their education provider | Study Complaints](#)

Understanding The International Student Contract Dispute Resolution Scheme (DRS)

The Dispute Resolution Scheme (DRS) is designed to provide a free and effective process for students to resolve contractual and financial disputes with education providers if a student has been unable to resolve it directly with their provider.

Process to lodge a dispute

1. A student claimant may initiate a dispute against a provider by making a claim under the scheme to the DRS operator.
2. A student claimant may make a claim under the scheme free of charge.
3. The claim may be made in writing or orally.
4. The DRS operator must record in writing a claim made orally and confirm the record of the claim with the student claimant.
5. The DRS operator must provide reasonable support (such as interpretation support) to enable a student claimant to make a claim.

When the DRS operator may decline to accept dispute

The DRS operator may decline to accept a dispute for resolution under the scheme if the DRS operator considers that the scheme does not cover the dispute for one or more of the following reasons:

- the provider has not been given an opportunity to resolve the issue raised by the dispute:
- the dispute is being addressed in another forum:
- the dispute would be more appropriately dealt with by a court, tribunal, or other authority:
- the dispute has been previously dealt with under the scheme:
- the claim is frivolous or vexatious:
- given the age of the dispute, it is no longer feasible to gather sufficient evidence or other information for resolution of the dispute under the scheme.

Note: You must be able to show NZQA or the DRS Operator that you have used Ringa Atawhai Matauranga's internal procedures before you contact them. They will consult Ringa Atawhai Matauranga to see if anything can be done to help you.

Assessment Preparation

Students complete a period of training prior to assessment. The programme tutor may also require students to satisfactorily complete formative assessments or exercises in preparation for assessment. Self and peer assessment may be used to support students' learning.

The use of formative assessments is encouraged as they support student learning.

Students are fully informed of what is required to achieve competence in a given assessment.

This includes:

- the timing of assessments
- module learning outcomes
- methods of assessment
- achievement criteria
- verbal reminder of task requirements prior to assessment
- timeframe for completion and submission
- resit process
- requirements of practical assessments

Equal Opportunities and Fair Access to Assessments

All students will have equal opportunity to access assessments. Ringa Atawhai Matauranga will recognise achievement in a way that is fair to every learner.

'Fair assessment' refers to the fair treatment of all students so that they are afforded the best opportunity to demonstrate their competence on an assessment. Students with an identified need will be neither advantaged nor disadvantaged in comparison to students who do not share that need.

Assessors:

- carry out all assessment process in a fair and objective manner
- operate an effective and inclusive appeals procedure

Workplace Training

Work placements comprise some of the programmes, Ringa Atawhai Matauranga offers. These include the NZ Certificate of Health and Wellbeing L4 and the NZ Certificate in Health and Wellbeing (Primary Care Assistance) - Level 4. We will work with students to find a suitable work placement.

Tutors support students in the workplace and liaise with the organisation to ensure that the placement is meeting the needs of both student and the workplace. The placement supervisor will remove the student from the workplace if it is not meeting the needs of either party. A booklet about placements will be provided to you before placements begin.

Compulsory Covid vaccination for students enrolled in programmes with a Workplace Training component:

RAM's workplace partners will only accept vaccinated students to complete placements at their facilities.

Students must be fully vaccinated by the time they start the mandatory work placement. They will not gain their qualification award if they do not comply with this requirement.

Early Completion

All programmes offered at Ringa Atawhai Matauranga are approved and accredited by the NZQA.

NZQA prescribes 10 notional hours of study and training for each credit delivered. Notional hours cover the total number of hours required to complete the programme and includes class time as well as self-directed study, assessment and research time.

All students must attend class for the full programme duration stated on their letter of offer.

Exceptions to programme durations are only permitted under extenuating circumstances and must have the approval of the Academic Manager or CEO. Where such exceptions are approved, the student is required to attend additional hours of study over a set period to cover the shortened duration to meet NZQA's programme approval requirement.

Academic Honesty

All work completed by the student must be original work that has not been plagiarised.

Plagiarism (copying) is:

- Work that is copied or closely paraphrased from other sources (such as workbooks, reference books, RAM materials and websites) without referencing the source.
- Submitting another person's work as your own.
- Allowing your work to be copied or handed in by others.
- False declaration of authenticity.

How can I make sure I am not copying?

- Practice writing in your own words and paraphrasing to gain confidence.
- If you feel more confident talking than writing, then talk to the topic first before writing.
- Allocate time for your coursework. Go through videos and resources provided by your tutor.
- Your tutor knows all course materials and your individual style. Plagiarism is detectable.
- The declaration you sign is to confirm that your work is your own and remind you of plagiarism consequences.

When there is evidence of plagiarism:

- You will be notified that plagiarism has been detected.
- The remainder of your work will not be marked.
- You will be required to re-do the work in your own words and resubmit authentic work.
- The academic fraud incident will be recorded on your file.

If plagiarism is repeated:

- A meeting will be arranged between the student and Academic Manager.
- A plagiarism warning letter will be issued to the student.
- The student may be expelled from RAM. Following expulsion, Immigration New Zealand will be notified, resulting in cancellation of student visa.

How this affects a student:

- The assessment will not be marked as soon as plagiarism is detected.
- You will be required to re-do the assessment.
- This will extend assessment completion time.
- This extends the time taken to achieve the qualification.
- As this is recorded on your personal file, this can impact your enrolment on other programmes you wish to enrol on.

Assessment deadlines and extensions

You must submit assessment tasks according to the scheduled dates.

A late submission that has not been approved by the tutor is recorded as NA (Not Achieved).

An extension may be granted by the tutor or Academic Manager if:

- the extension is applied for in writing at least two days before the due date
- the application for extension is approved by the tutor and Academic Manager

Assessment Appeal

The written appeal must be lodged on the Ringa Atawhai Matauranga Assessment Appeal Form. In the first instance appeals should be directed to the tutor concerned; if the outcome is unsatisfactory the appeal is escalated to the Academic Manager and then to the Academic Director.

The Director will arrange a meeting of all concerned and provide a final outcome.

Results

Students are entitled to a maximum of TWO assessment resits.

- Should a student not be completely successful following the first resit, they are given an opportunity to resubmit specific parts of the assessment.
- The tutor provides support, teaching and clarification before the student attempts the second resit.
- Where a student is unsuccessful after both resits, they can apply to re-enrol into the unit or module that they have yet to achieve competence on. A fee is applied in this instance.

Reporting of Results

The programme components that are successfully completed are reported to NZQA. This achievement, together with the title of the qualification awarded, appear on the student's NZQA Record of Achievement.

Student Progress

Students receive progress reports every three months during a meeting with the programme tutor.

Replacement Qualification Certificates

If you reapply for a certificate because you have misplaced your previous copy, you will be charged \$20.

Evaluation of Programmes

All students will be asked to evaluate their programmes of study. It is important that you complete the evaluation honestly as it assists Ringa Atawhai Matauranga to improve the programme.

Industry and other providers will also have regular opportunities to evaluate the programme.

Rules and Code of Conduct

1. Students will meet RAM's attendance requirements. If you are unable to attend class or are going to be late you must contact RAM prior to your class start time. You must provide a doctor's certificate if you are absent due to illness. Failure to comply may result in termination of study and Immigration NZ will be notified.
2. Mobile phones are not to be used during class time unless this is used as a teaching tool by the class tutor.
3. No chewing gum is allowed on the premises.
4. Consumption and possession of alcohol or any non-prescription drugs on the premises are grounds for dismissal from the programme. Additionally, arriving to class under the influence of alcohol or drugs is not permitted at any time.
5. Under the Sale and Supply of Alcohol Act 2012, persons under the age of 18 years are prohibited from consuming alcohol on any occasion.
6. Smoking is only permitted in the designated 'smoking only' area.

7. No food or beverages are to be consumed in the classroom except for water. This is especially important at marae-based venues.
8. During work experience and other off-site activities, you must abide by all guidelines and policies of the place you are visiting.
9. You will not disrupt the activities of RAM, its staff or students, or any organisation you are visiting or working in as part of your programme, or any guest of RAM.
10. You shall not behave in an abusive (verbal, emotional or physical) manner to another student, staff member or RAM guests.
11. All programme work must be completed by the required date. Extensions will only be allowed if approved by the class tutor and or Academic Manager
12. All work must be presented in a professional manner.
13. If your programme requires you to wear a uniform, you are expected to wear this off-site when you are on work placements. Your personal presentation reflects your work readiness and must keep with industry standards.
14. Dressing must be smart, tidy and appropriate at all times on site as well as on off-site visits or work experience.
15. Wearing hats/caps, sunglasses or personal headphones is not permitted in class.
16. Offensive language or behaviour is not acceptable.
17. Accessing any offensive material on RAM's equipment or software is not acceptable and will lead to termination of enrolment.
18. You will not damage or remove any property belonging to Ringa Atawhai Matauranga from the premises without the approval of RAM staff.
19. You must not wilfully create a nuisance or act in a manner that can, in the opinion of Management, create a safety hazard, damage the reputation of Ringa Atawhai Matauranga or the goodwill of the public. This also applies when you are outside the Ringa Atawhai Matauranga premises.
20. Your experience and views are important to us and we encourage you to provide feedback to your tutor or other RAM staff. This can be done verbally or in writing.
21. Any changes to your address or contact details must be brought to the attention of your tutor as soon as possible.
22. You must abide by all New Zealand laws.

Disciplinary Procedure

Where there is a breach of any of the rules or code of conduct either in or outside of RAM, disciplinary action will be taken that may result in student suspension, exclusion or termination of enrolment. Actions will be in accordance with the principles of natural justice, be prompt, considered and fair to all parties involved.

The following disciplinary procedure will apply, depending on the nature of the incident.

The Academic Manager will issue a notice in writing to the student advising them of the breach, with an invitation for the student to meet to discuss this from both the student and RAM's perspectives. The student will be invited to bring a support person to the meeting. The notice will include the possible penalties for the alleged breach up to or including the final stage of expulsion from the programme.

Depending on the nature and seriousness of the breach, the student may be suspended while an investigation is conducted.

Discipline issues will be handled in accordance with one of the stages below, depending on the nature of the breach:

- The first stage is a formal verbal warning from the Academic Manager. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The second stage is a formal written warning. This warning will also be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The third stage is the final written warning. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The final stage is the student's expulsion and termination of their enrolment.

Where appropriate, a suspension notice may be issued in conjunction with the first, second or third stage above while an issue is investigated.

If the student is unable to be handed a warning due to non-attendance, the warning is considered to have been received by the student if this is sent by mail or email to the last known address or email address provided to RAM.

The Academic Manager or Executive member may go straight to a final written warning, or immediately expel a student, where breaches are considered to be of a very serious nature.

Expelled students are not entitled to a refund of their tuition fees.

The Academic Manager in consultation with the CEO may, at their discretion, dismiss a student by the end of the second week of the programme, if the student:

- does not demonstrate a willingness to learn
- and/or causes disruption to the class.

This step is taken only after consultation with the student and tutors concerned.

Suspension of Enrolment

A student's enrolment may be suspended before programme commencement. The reasons for this include the following:

- Failure to provide required information to RAM, such as valid insurance or visa copy
- Failure to pay outstanding fees by the final due date and after commencement if
- The student's behaviour is a harmful example to other students, or the student's
- Continual disobedience is a harmful example to other students.
- There is a significant breach of the Code of Conduct.

The list above is not exhaustive, and other situations may also result in suspension if the Academic Manager and CEO agree that this is the most appropriate action.

What happens after the student receives the suspension notice?

No further notice will be given by RAM after a suspension notice is issued. Students are not permitted to continue their study at RAM until the student takes immediate action to remedy the situation.

Failure to act will result in a termination of the student's enrolment and Immigration NZ will be notified.

06 LEARNER LETTER OF OFFER

Ringa Atawhai Mātauranga Ltd

PO Box 1064, Whangārei, 0110, Aotearoa

pte@ram.org.nz | ☎ +64 09 4303307

🌐 www.ringaatawhai.org.nz

Date: 23 November 2025

To:

[Student Full Name]

[Student Address]

[City, Country]

Subject: Letter of Offer – [Programme Name]

Tēnā koe [Student First Name],

Ka nui te mihi ki a koe. We are delighted to offer you a place in the following programme at *Ringa Atawhai Mātauranga Ltd*, a kaupapa Māori learning space grounded in mātauranga, whanaungatanga, and the wellbeing of our communities.

Programme Details

Detail	Description
Programme Title	[Programme Name]
Qualification	[e.g., NZQA Level 5 Certificate]
Duration	[e.g., 1 year full-time]
Start Date	[Start Date]
End Date	[End Date]
Delivery Mode	[e.g., On-site / Online / Blended]
Location	[Campus or Online]



RINGA ATAWHAI MATAURANGA

PO Box 1064
Whangarei

PH: 09 4303307
pte@ram.org.nz

Kahil Gibran
303 Holland Drive
#03-50
Singapore 271013
Email: kahilgibran@outlook.com

Invoice Number: 01
GST No: 115-321-579
Date: 25/11/2025

Tax Invoice

Fee Type	Amount (NZD)
Tuition Fee	[\$Amount]
Enrolment & Administration Fee	[\$Amount]
Resources & Materials	[\$Amount]
Total (excl. GST)	[\$Subtotal]
GST (15%)	[\$GST]
Total Payable	[\$Total]

To confirm your place, please return a signed copy of this letter and arrange payment by **[Due Date]** into the nominated Public Trust account attached. Upon receipt, we will issue your Confirmation of Enrolment (CoE) to support your visa application.

We look forward to welcoming you into our whānau of learners and supporting your journey of growth, identity, and contribution.

Ngā manaakitanga,

Robyn Aloua

Academic Manager
Ringa Atawhai Mātauranga Ltd

Ringa Atawhai Maturanga Ltd

Telegraphic Transfer to

Public Trust, Wellington, New Zealand

This form assists your Bank arrange the Telegraphic Transfer of your student fees to a Trust Account with Public Trust, Wellington, New Zealand

Your fees are held in this Trust Account and paid to the [Ringa Atawhai Maturanga Ltd](#) over the period you attend your course(s).

Senders Details: 50a

Name: _____

Address: _____

Contact Phone number: _____

Details of funds to be transferred: 32a

NZ \$: _____ Date Sent: _____

Please add bank fees to this amount as advised by your bank.

The funds will be transferred to: 57/59

Bank of New Zealand
North End Branch
100 Lambton Quay
Wellington

Account Name: Public Trust Ringa Atawhai
Maturanga Ltd
Bank account: 020536030586501
Swift Code: BKNZ NZ22

Student details and PTE: 70

Family Name |

First Name |

Student Ref. | | | | | | | | | | | |

PTE Ref. | C | L | 1 | 0 | 0 | 4 | 9 | 2 | 7 | 6 | 2 |

Details of charges 71a

To be borne by Sender (OUR)

07 LEARNER CONTRACT AND AGREEMENT – RINGA ATAWHAI MATAURANGA COPY

All sections pertaining to Ringa Atawhai Maturanga's' general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ringa Atawhai Maturanga, as outlined in the International Student Handbook.

(INITIAL HERE)

I have read and understood all sections including Resolving Issues, Refund Policy, Student Fee Protection, Rules and Regulations, Disciplinary Process and Ringa Atawhai Maturanga's' Policy on plagiarism.

(INITIAL HERE)

Details of programme costs have been provided to me.

(INITIAL HERE)

I will not under any circumstances seek to hold Ringa Atawhai Maturanga responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property, arising from or related to participation in any off-site activity. I will at all times obey the instructions of Ringa Atawhai Maturanga staff and/or the person responsible for the site and/or activity and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in the offsite activity or work placement.

(INITIAL HERE)

COMPULSORY: Covid vaccination for students enrolled in Health and Wellbeing Programmes (face to face mode only)

I have been advised by Ringa Atawhai Maturanga that their workplace partners will only accept vaccinated students to complete placements at their facilities.

I understand that I have to be fully vaccinated by the time I commence the mandatory work placement required for the programme I am enrolled in. I will not gain my qualification award if I do not comply with this requirement.

(INITIAL HERE)

STUDENT NAME

STUDENT SIGNATURE

DATE

08 LEARNER CONTRACT AND AGREEMENT – STUDENT COPY

All sections pertaining to Ringa Atawhai Maturanga's general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ringa Atawhai Maturanga, as outlined in the International Student Handbook.

(INITIAL HERE)

I have read and understood all sections including Resolving Issues, Refund Policy, Student Fee Protection, Rules and Regulations, Disciplinary Process and Ringa Atawhai Maturanga's Policy on plagiarism.

(INITIAL HERE)

Details of programme costs have been provided to me.

(INITIAL HERE)

I will not under any circumstances seek to hold Ringa Atawhai Maturanga responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property, arising from or related to participation in any off-site activity. I will at all times obey the instructions of Ringa Atawhai Maturanga staff and/or the person responsible for the site and/or activity and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in the offsite activity or work placement.

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COMPULSORY: Covid vaccination for students enrolled in Health and Wellbeing Programmes (face to face mode only)

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I understand that I have to be fully vaccinated by the time I commence the mandatory work placement required for the programme I am enrolled in. I will not gain my qualification award if I do not comply with this requirement.

(INITIAL HERE)

STUDENT NAME

STUDENT SIGNATURE

DATE

09 Names and Contact Details of Designated Support Staff.



Name	Designation	Contact Number
TBC	CEO	
Robyn Aloua	Academic Manager	0223032646
Sue	PTE Administrator	094303307
Leigh Williams	Operations Manager	0220961245
Careers Advisor	Rina Hudson	0274995297
Mary Carthew	Professional Supervision	0212724072
Kyla Williams	Clinical Supervision	021953356
Raywen Anderson	Non-clinical wellbeing support • Blood pressure tests • Uric acid tests • Diabetes checks	02041465657
Variable relevant to need	Male Cultural Support	
Variable relevant to need	Female Cultural Support	

10 APPENDICES - Appendix A – External Support Services

Police/Fire Service/Ambulance: Dial 111 for emergency

Whangarei Hospital www.northlanddhd.org.nz Phone: 09 430 4100	Mental Health Foundation of New Zealand www.mentalhealth.org.nz Email: info@mentalhealth.org.nz Phone: 09 623 4812
New Zealand Police Help with crime, sexual harassment, drugs, intimidation, racism, or any other problems Phone: 105 for Police non-emergencies. In an emergency, call 111.	Family Planning Association Advice on contraception, STIs, the body, relationships, pregnancy, abortion, diverse sexual gender identities, and more. 1A Robert Street Whangarei 0110 09 438 1986
Lifeline Counselling Services Phone: 09 909 8750 or 0800 543 354 (24/7 helpline) http://www.lifeline.org.nz/	Youth line Email: talk@youthline.co.nz www.youthline.co.nz Phone: 0800 376 633 + Free txt 234
Suicide Crisis Helpline: Phone: 0508 828 865	Alcohol Drug Helpline 0800 787 797
Immigration NZ www.immigration.govt.nz Phone: 09 914 4100	Help with domestic violence situations http://www.2shine.org.nz/ Phone: 0508 744 633
Citizens Advice Bureau (CAB) http://www.cab.org.nz Phone: 0800 367 222	New Zealand Chinese Students Association Programmes & help for Chinese students http://www.nzcsa.com/
Whangarei Migrant Services Phone: 09 430 4200 https://www.wdc.govt.nz/Community/Community-services/Migrant-support	Whangarei Salvation Army General support 3-7 Aubrey Street, Whangārei, Northland Phone: (09) 438 8335
Problem Gambling Foundation Phone: 0800 6642 62	NZ Aids Foundation Email: contact@nzaf.org.nz
Whangarei Sexual Health Service http://www.ashs.org.nz/ Phone: 0800 739432	Quitline Quitline offers treatment for addiction and behaviour change/issues including treatment for tobacco or alcohol addiction. Call 0800 778 778 or text 4006
You can also find a list of helplines on this website: https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/	Banks ANZ 0800 269 296 ASB 0800 803 804 BNZ 0800 800 468 Westpac 0800 400 600 Kiwibank 0800 113 355

Appendix B – Resolving Problems

RESOLVING ISSUES

Do you have a problem relating to staff, other students or your experience at RAM?

