



**Media  
Design  
School**

**Student Handbook 2022**

[mediadesignschool.com](https://mediadesignschool.com)

**Disclaimer:** Media Design School reserves the right to make changes to the information contained within the Student Handbook, including policies and procedures, as required. Please refer to [www.mediadesignschool.com/student-information](http://www.mediadesignschool.com/student-information) for updated information.

Updated January 2022

# Contents

<b>1. General</b>	<b>7</b>
1.1 Accreditation and Registration	7
1.2 Equal Educational Opportunities	7
1.3 Disclosure of Information	7
<b>2. Student Information and Records</b>	<b>7</b>
2.1 Release of Student Information	7
2.2 Academic Records	7
2.3 Award of Qualification	7
<b>3. Attendance</b>	<b>8</b>
3.1 International Student Attendance	8
3.2 Excused Absences	8
3.3 Sickness	8
3.4 Notification of Absence	8
3.5 Non-attendance of classes	8
<b>4. Assessments</b>	<b>9</b>
4.1 Formative Assessment	9
4.2 Summative Assessment	9
4.3 Moderation	9
4.4 Assessment in Te Reo Māori	9
4.5 Resubmission	9
4.6 Assessment Appeals	9
4.7 Extension to an Assessment Deadline	10
4.8 Plagiarism	10
I. Guidelines to Avoid Cheating and Plagiarism	10
4.9 Academic Integrity and Students at Risk Workflow Diagram	11
<b>5. Piracy and Copyright</b>	<b>11</b>
<b>6. Student Learning and Working</b>	<b>11</b>
6.1 Class Schedules	11
6.2 Recording Lectures and Audio-Visual Notes	12

6.3	<i>Student Work for Commercial Use</i>	12
6.4	<i>Client Briefs - Production and Delivery</i>	12
1.	<i>Terms of Reference for Client Briefs – Non-commercial (unpaid)</i>	12
6.5	<i>Feedback</i>	12
6.6	<i>Independent and Self Directed Learning</i>	12
6.7	<i>Online – Blended Teaching and Learning</i>	12
6.8	<i>Internet Use</i>	13
6.9	<i>Student Evaluations and Surveys</i>	13
6.10	<i>Student Equipment and Resources</i>	13
<b>7.</b>	<b>Policy for Impaired Performance</b>	<b>13</b>
<b>8.</b>	<b>Transfers (Credit Policy)</b>	<b>13</b>
8.1	<i>Compassionate Transfers</i>	14
8.2	<i>Transfer to New Qualification</i>	14
8.3	<i>Restart Transfer</i>	14
8.4	<i>Guide to Selecting Transfer Type</i>	15
<b>9.</b>	<b>Security</b>	<b>15</b>
<b>10.</b>	<b>Student Life</b>	<b>15</b>
10.1	<i>Student ID Cards</i>	15
10.2	<i>Student Executive</i>	16
10.3	<i>Student Representatives</i>	16
10.4	<i>Student Lockers</i>	16
10.5	<i>Student Communications</i>	16
10.6	<i>School Hours and Access</i>	16
10.7	<i>Holiday Breaks</i>	16
10.8	<i>Visitors</i>	16
10.9	<i>Letters of Reference</i>	17
10.10	<i>Student Events</i>	17
10.11	<i>Clubs</i>	17
<b>11.</b>	<b>Student Code of Conduct</b>	<b>17</b>
11.1	<i>Harassment</i>	18
<b>12.</b>	<b>Disciplinary Procedures</b>	<b>18</b>
12.1	<i>Immediate Student Deregistration</i>	18
<b>13.</b>	<b>Health and Safety</b>	<b>19</b>
13.1	<i>Accident Reporting</i>	19

13.2	<i>Hazard Identification</i>	19
13.3	<i>Emergency Contact</i>	19
13.4	<i>Fire and Evacuation Procedures</i>	19
13.5	<i>Technical Faults and Maintenance Reporting</i>	19
13.6	<i>Food and Drink</i>	19
<b>14.</b>	<b>Student Guidance and Support</b>	<b>20</b>
14.1	<i>Tertiary and International Learners Code of Practice</i>	20
14.2	<i>Counselling Services</i>	20
	I. Life Coaching for New Students	20
14.3	<i>Wellness Training and Workshops for Students</i>	20
14.4	<i>The Library Service</i>	20
14.5	<i>Disability and Learning Needs Support</i>	21
14.6	<i>International Student Support</i>	21
<b>15.</b>	<b>Student Complaints Policy</b>	<b>21</b>
15.1	<i>Types of Complaint</i>	21
	I. Academic Complaints	21
	II. Non-academic Complaints	22
15.2	<i>Complaint Resolution</i>	22
	I. Informal Discussion	22
	II. Formal Complaint	22
	III. Internal Appeal	22
	IV. External Review	23
15.3	<i>Record Keeping</i>	23
15.4	<i>Class Complaints</i>	23
15.5	<i>Guidelines for Official Written Complaints</i>	23
15.6	<i>False Allegations</i>	23
<b>16.</b>	<b>International Students</b>	<b>23</b>
16.1	<i>Emergency Contact</i>	23
16.2	<i>What International Students Can Expect of the School?</i>	24
16.3	<i>Tertiary and International Learners Code of Practice</i>	24
16.4	<i>What if Something Goes Wrong?</i>	24
16.5	<i>Student Contract Dispute Resolution Scheme (DRS)</i>	24
16.6	<i>Medical and Travel Insurance</i>	25
16.7	<i>Working in New Zealand</i>	25
16.8	<i>Driving in New Zealand</i>	25
<b>17.</b>	<b>Graduation</b>	<b>25</b>
17.1	<i>What Happens to My Work When I Have Completed My Qualification?</i>	25

17.2	<i>Graduation Ceremonies</i>	25
17.3	<i>Alumni</i>	25
<b>18.</b>	<b>Fees</b>	<b>26</b>
18.1	<i>Student Fee Protection</i>	26
18.2	<i>Government Funding – Domestic Students</i>	26
18.3	<i>Payment of Fees</i>	26
18.4	<i>Late or Non-Payment of Invoices – Procedures and Penalties (Domestic Students)</i>	26
18.5	<i>Outstanding Debts and Fees</i>	27
<b>19.</b>	<b>Withdrawal and Refund Policy</b>	<b>27</b>
19.1	<i>Student Fee Refund Flow Chart</i>	28
<b>20.</b>	<b>Emergency and Health Services</b>	<b>28</b>
20.1	<i>Emergencies</i>	28
20.2	<i>Non-emergencies</i>	28
20.3	<i>Doctors</i>	28
20.4	<i>Pharmacies</i>	28
20.5	<i>Auckland Public Hospitals</i>	28
20.6	<i>Auckland Mental Health Services (Adult)</i>	28
<b>21.</b>	<b>External Support Services</b>	<b>29</b>
21.1	<i>Government</i>	29
21.2	<i>Auckland Council</i>	29
21.3	<i>Community Support</i>	29

# 1. General

## 1.1 Accreditation and Registration

Media Design School (MDS) is registered as a Private Training Establishment (PTE) by the New Zealand Qualifications Authority (NZQA) under the provisions of the Education Act 1989 and its subsequent amendments. NZQA, under the provisions, of the Act approves and accredits MDS's qualifications.

NZQA uses External Evaluation and Review (EER) to review the current quality of performance within Tertiary Education Organisations (TEOs). After an EER, NZQA places TEOs into one of four categories based on their EER statements of confidence. The categories are 1 (highest) to 4 (lowest).

MDS is placed as a **Category 1** TEO and is reviewed every four years.

## 1.2 Equal Educational Opportunities

MDS seeks to provide equal educational opportunities for all applicants who can meet the school's required entry criteria.

## 1.3 Disclosure of Information

Once receiving an offer of place, applicants will receive information regarding the following:

- Student Fee Protection (Public Trust)
- Government funding (Domestic Students only)
- MDS's Withdrawal and Refund Policy.

# 2. Student Information and Records

All information and data required for the Ministry of Education (MoE), Tertiary Education Commission (TEC) and NZQA compliance, and for the school's own records, is stored and processed in adherence with the [Privacy Act 2020](#).

MDS is obligated to provide post-study outcomes data (graduates' destinations and earnings data after completing study) to TEC.

Once you have completed your studies, you will be asked to provide your contact address.

**Note:** MDS is required to keep up-to-date records for all students. You must ensure your contact details, such as your name, phone number and email addresses, are kept up-to-date. If you need to make any amendments to your contact details, please contact Reception on Level 1 or via email: [reception@mediadesignschool.com](mailto:reception@mediadesignschool.com).

## 2.1 Release of Student Information

MDS is required to submit regular reports to the MoE. MDS is also required to release, or make available for audit, information that is specific to student enrolments. MoE, TEC and NZQA may access your attendance records, academic records and information regarding your student allowance and loan applications, as requested by an authorised officer of the said agencies.

Each student has a National Student Index (NSI) number that is used to track your enrolment, completion, or withdrawal at all New Zealand education institutions you are or have been enrolled at.

## 2.2 Academic Records

A final academic transcript is provided at the conclusion of your course of study. The transcript is posted or emailed to your address or email of record at the time of qualification completion.

If you require a copy of your transcript, please contact Student Administration via email: [studentadmin@mediadesignschool.com](mailto:studentadmin@mediadesignschool.com).

Reprints of official MDS documents (transcripts and award certificates) can be ordered via Student Administration for a fee.

## 2.3 Award of Qualification

To be awarded a qualification by MDS, you must meet the following requirements:

- Successfully pass all prescribed components
- Complete all course work
- Meet [attendance requirements](#)
- Pay all fees and return all borrowed school resources in acceptable condition.

## 3. Attendance

Attendance for all scheduled classes (labs, tutorials, presentations, site visits and other classes) is mandatory.

You must be on time. The school mimics the realities of the workplace, and you are expected to treat your study as if you were in the workplace.

Students studying Degree and Certificate programmes must meet minimum overall attendance requirements of **97% to pass**, and no less than **85% for a discretionary pass**.

If a student does not meet satisfactory attendance and satisfactory programme progress under the [Academic Progression Policy](#), the Associate Dean or delegate may cancel the student's enrolment. In assessing the outcome of a student's enrolment status, the Associate Dean will take into consideration documented evidence demonstrating that compassionate or compelling circumstances apply.

Please refer to Section 6 of the MDS [Academic Progression Policy](#) for further information.

### 3.1 International Student Attendance

In addition to making satisfactory academic progressions, international students must always attend their programmes, unless genuine reasons for any absence can be demonstrated. MDS is obliged to report international students who fail to meet academic and attendance requirements as this is considered a breach of their student visa.

Immigration NZ (INZ) requires 100% attendance, alongside satisfactory academic progression.

### 3.2 Excused Absences

There are two exceptions to the attendance requirements: sickness and bereavement. If you require an excused absence, you will be responsible for providing supporting evidence that demonstrates you meet an exception to the requirements.

### 3.3 Sickness

You are required to provide a medical certificate for absences of three or more consecutive days due to sickness. If you require an extended excused absence due to sickness, your attendance requirements will be assessed individually.

### 3.4 Notification of Absence

If you are absent, you must:

- Notify your lecturer or Programme Leader, or
- Notify the school via email: [away@mediadesignschool.com](mailto:away@mediadesignschool.com), or
- Notify the school by contacting reception on: 09 303 0402.

Notifications of absence must be made prior to commencement of scheduled class(es).

If you are absent for any reason, you will be responsible for catching up on any missed work or collecting any information provided by your lecturer(s) (e.g., handouts, formative assessments, summative assessments).

### 3.5 Non-attendance of classes

MDS is legally required to immediately inform StudyLink (domestic students) or INZ (international students) when:

- You cease to attend scheduled classes
- Your attendance is unsatisfactory
- You are considered no longer eligible to achieve your qualification.

Non-attendance will be addressed if you have an unexcused absence for three consecutive scheduled class days. In the event that this occurs, the notification process is as follows:

- You will be referred to the Student Counsellor by lecturer or Programme Leader
- Lecturer or Programme Leader will inform you of the reason for the referral
- You will be required to complete Student Services forms issued by Student Administration.

If non-attendance continues:

- You will be issued a first warning letter for non-attendance by your Programme Leader
- For minor offence with no improvement, you will be issued a second warning letter by your Programme Leader
- For major offence with no improvement, you will be issued with a Behavioral Probation Contract by your Programme Leader
- Following the above measures, if non-attendance continues, deregistration may be implemented.

## 4. Assessments

### 4.1 Formative Assessment

Formative assessments are compulsory and provide feedback on how you are meeting the specified learning outcomes of your course of study. The assessments include short tests, assignments, and projects. Although the assessments do not contribute to grades, they are an essential tool to ensure that you are learning at the expected level.

Formative assessment may include peer assessment and self-assessment methods with established criteria, as well as external feedback from recognised industry professionals or organisations.

### 4.2 Summative Assessment

Summative assessments are formal assessments that your final grade for each component of the qualification is calculated.

Summative assessments are assessed against clearly defined objectives, measures, and criteria. Each assessment has clear instructions on how the work will be assessed and has a due date, after which a grade or percentage rating is given.

The following chart outlines the grading scale used for assessment:

Grade Range Value		
A+	100 – 90%	100%
A	89% – 85%	88%
A-	84% – 80%	83%
B+	79% – 75%	78%
B	74% – 70%	73%
B-	69% – 65%	68%
C+	64% – 60%	63%
C	59% – 55%	58%
C-	54% – 50%	53%
D	49% – 0%	0%

A grade for each component of your course of study will appear on your academic transcript.

### 4.3 Moderation

Each summative assessment is moderated (before and after) internally by faculty and may also include external moderation if significant changes are made to assessments. Final semester or year assessments (i.e., capstone projects) are externally post-moderated by faculty from other New Zealand education institutions.

### 4.4 Assessment in Te Reo Māori

To complete your summative assessment or submit formal work in Te Reo Māori, you must notify your Programme Leader before you submit your assessment.

### 4.5 Resubmission

- If you fail a summative assessment there may be one opportunity to resubmit. Information regarding resubmissions must be provided to you before the commencement of the component. You will need to discuss resubmission with your lecturer or Programme Leader
- A resubmission may not be available for final year production, project or portfolio summative assessments in specific courses of study
- Resubmissions must be completed within the set timeframe allocated by your lecturer. If you fail the resubmission, there will be no further opportunities to resubmit. Your Programme Leader may discuss a further opportunity through an Individual Learning Plan
- The highest grade you can receive on a resubmission is C- (50%)
- All late resubmissions will receive a D (fail) grade
- Slight variations to the above are permitted if clearly documented to you.

### 4.6 Assessment Appeals

You have three days after being provided with a summative assessment result to appeal the outcome:

- Before lodging an appeal, you should first seek clarification of the result from your Programme Leader. The Programme Leader may decide to have your assessment marked again



by an independent assessor to demonstrate consistency of marking

- You have two weeks after being provided a final assessment result to appeal the outcome. It is important to note, final qualification results are moderated prior to release
- If your appeal remains unresolved, you may submit a written appeal to the Associate Dean. The submission must provide supporting evidence for

the appeal to be considered. You have three days to make an assessment appeal

- The Associate Dean will communicate the outcome of the appeal in writing to you. **Note:** *There is no further internal appeal process*

If you are dissatisfied with the outcome, you are advised to seek an independent external adviser. Please contact the Registrar via email: [studentadmin@mediadesignschool.com](mailto:studentadmin@mediadesignschool.com), who can provide you with information on the next steps.

## 4.7 Extension to an Assessment Deadline

Meeting assessment deadlines is an important part of preparing you for employment. Assessments are therefore all time-based. A request to extend an assessment deadline may only be approved in exceptional circumstances, which includes family bereavement, emergency or extended periods of sickness. Extensions will be granted at the discretion of your Programme Leader.

You will be responsible for providing supporting evidence that demonstrates you meet an exceptional circumstance. Requests for an extension should be in advance of the deadline and will not be granted due to a lack of planning, equipment availability or technical difficulties.

Please refer to the MDS [Assessment Policy](#) for further information.

## 4.8 Plagiarism

All work that you present for assessment or for feedback must be your own. Plagiarising another person's work (in whole or in part) to obtain credit towards a qualification is a fraudulent action and academic misconduct. Such action is a breach of the [Academic Integrity Policy](#).

If an investigation is required, you may be immediately suspended pending the outcome of the investigation. If there is clear evidence of fraudulent action or academic misconduct (including cheating and plagiarism) on submitted work, you may be immediately expelled. The school reserves the right to inform appropriate authorities as necessary.

Below are examples of common forms of plagiarism ranked in order of severity:

- Copying an essay, model, texture, rig, animation, drawing, diagram, script, concept, or code from another student or third-party and submitting the work as your own
- Lifting sentences or paragraphs, function libraries, script libraries, components (i.e., from the Internet, books, journals, electronic devices), without proper citation and APA referencing
- Heavy reliance on third-party phrases, sentences, or components without proper citation and APA referencing, thereby giving the impression the ideas expressed belong to you
- Using a 'ghostwriter' to structure and/or compile your assessment.

**Note:** *Your work may contain content produced by another party (i.e., a quotation, a small piece of code, artwork or other contributions). The author(s) of the content must be clearly cited and correctly referenced.*

## I. Guidelines to Avoid Cheating and Plagiarism

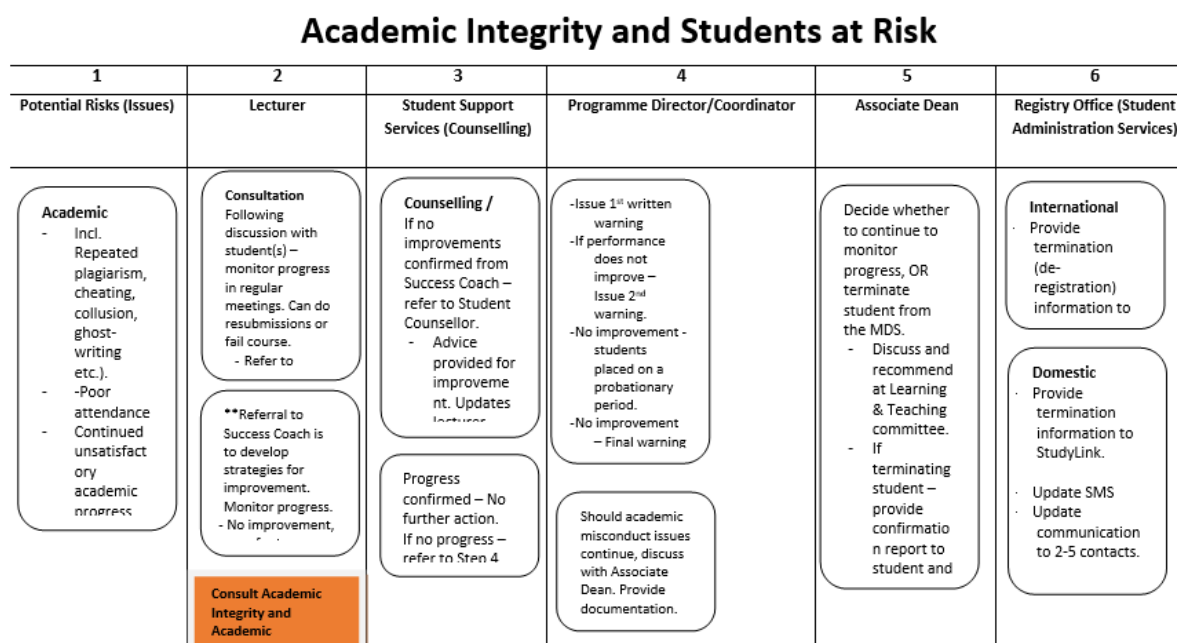
To avoid penalties for cheating and plagiarism, please note:

- You may quote from someone else's work (i.e., from textbooks, journals, or other published materials) but must cite the author and source of the material using APA referencing
- Cite sources for any graphs, tables, code, or specific data, included in your assessment using APA referencing
- Cite the source of third-party software components, textures, models, rigs, scripts, graphics, concept art, concepts, or ideas using APA referencing
- Do not copy someone else's work (including your fellow classmates) and present it as your own
- Keep an accurate record of your sources (i.e., printouts, logs, concept booklets, scrapbooks) and ensure APA referencing
- Avoid letting people "show you" within the confines of your own work. MDS encourages the free exchange of ideas, however, for individual work there is a difference between helping a fellow student and doing their work.

If you require assistance with [APA referencing](#), please contact your lecturer, Programme Leader, or Campus Librarian for support.

## 4.9 Academic Integrity and Students at Risk Workflow Diagram

The below diagram explains how MDS manages issues of academic integrity and students at risk.



**NB: \*\*On appointment of a Success Coach, this role will be included in Step 2.**

Please refer to the MDS [Academic Integrity Policy](#) for further information.

## 5. Piracy and Copyright

MDS takes piracy and copyright infringement seriously and has a zero-tolerance policy towards the downloading, storing, and sharing of any non-course related data or resources – illegal or legal. This includes music, movies, software, games, and other non-course-related files.

Lecturers have the right to decide what material is considered ‘course-related’ in circumstances where this may not be clear. Random checks and audits are scheduled throughout the year. Lecturers and network administrators have the right to audit any data on school computers and network storage.

If you are found to be in violation of this policy, you will receive one initial warning. If the offending file(s) are not removed immediately, you will be restricted from classes without further notice for a period of three weeks. Lecturers and network administrators have the right to delete any file(s) they deem non-course-related at any time. You may also have your storage quota reduced. Any evidence of further violations of this policy will result in expulsion.

**Note:** This action is illegal and affects your fellow students. It significantly reduces the storage capacity and network bandwidth available to all users of the network. It also affects the efficacy of students’ work being properly backed up and can place the technical infrastructure at risk.

Please refer to the MDS [Copyright Policy](#) for further information.

## 6. Student Learning and Working

### 6.1 Class Schedules

Class schedules are set by the school and are distributed at the beginning of each semester. All scheduled classes (including tutorials and off-site field trips) are mandatory.

## 6.2 Recording Lectures and Audio-Visual Notes

Recording lectures, tutorials or taking audio-visual notes during any school event, where permission has not been explicitly given, with any digital or analogue device(s) is strictly prohibited. If you are found to be in violation of this policy, you will receive one initial warning. If the offending recording(s) are not removed immediately from any storage device(s) used, you will be restricted from classes without further notice for a period of three weeks. Any evidence of further violations of this policy may result in expulsion.

## 6.3 Student Work for Commercial Use

Students produce work using educational and academic software licences. It is a condition of these licences that they are not used in the production of any commercial work.

To protect all work produced by a student or groups of students in response to a brief by an external agency, individual, company or institution, all such work remains the property of MDS and may not be released to an external agency, individual, company or institution without the written permission.

MDS reserves the right to retain, reproduce or otherwise use any student work produced by a student or group of students for the purposes of quality assurance, advertising, marketing or promotion.

## 6.4 Client Briefs - Production and Delivery

During your course of study, you may be requested to produce work using simulated client briefs and/or actual client briefs. No payment will be made to you for the work produced.

### I. Terms of Reference for Client Briefs – Non-commercial (unpaid)

- All work completed using the school's software licenses must be non-commercial
- Associated costs of client work (i.e., site transportation) are your responsibility
- MDS is not responsible for any production costs associated with client work
- If you are working directly with a client, you must make sure the client is aware of any production costs that they will be responsible for (i.e., printing, plates, internet charges)
- You must inform the client of the time you are able to commit to the project
- The client should be informed that they have no recourse from you or MDS should the work not meet the client's expectations and/or time frame.

## 6.5 Feedback

Students require a level of feedback to ensure they understand the evaluation of their progress and to identify areas of focus in order to be successful.

Feedback is given throughout your course of study, both formally and informally. Lecturers and Programme Leaders will ensure the feedback given is sufficient and appropriate in the time available.

Feedback can be received in various forms, such as:

- **Verbal:** from lecturer(s) and/or peers
- **Critiques:** from lecturer(s) and/or peers
- **Presentations:** from lecturer(s) and/or peers and/or invited special guests
- **Summative Assessment:** written feedback moderated by the department
- **One-on-one meetings:** from lecturer(s)
- **Industry:** feedback from industry stakeholders is conducted for most design programmes, which is coordinated by Programme Leaders.

When the schedule allows, additional feedback may be given by lecturer(s) upon request.

## 6.6 Independent and Self Directed Learning

In addition to class time (directed learning), you are expected to engage in self-directed learning. This learning plays a critical role in the education offered by the school and is a major component in gaining a qualification. All full-time students are expected to engage in at least 20 hours per week of self-directed learning.

## 6.7 Online – Blended Teaching and Learning

MDS has been approved by NZQA to provide a range of delivery modes to support blended teaching and learning. These include:

- Online (onshore and offshore)
- Blended (face-to-face and online)
- Face-to-face.

The inclusion of an online delivery mode utilises established tools within each programme and includes both synchronous and asynchronous teaching and learning.

A fully functional virtual learning environment and learning management system (Blackboard) has been integrated to support teaching and learning. Blackboard provides students with access to course materials, communication tools, online assessments, grades, attendance, and the ability to submit assignments electronically. Webinars are used for interactive tutorials, lectures, discussions, group forums and workshops.

## 6.8 Internet Use

The Internet must, at all times, only be used for educational and research purposes. Inappropriate use of the Internet includes but is not limited to:

- Activities prohibited by legislation
- Downloading entertainment materials.

Except where required for the purposes of study as determined by your lecturer or Programme Leader:

- Online gaming
- Online chatrooms
- Peer-to-peer file sharing
- Instant messaging
- Using the Internet as a substitute for a phone (i.e., Teams, Skype, Blackboard).

## 6.9 Student Evaluations and Surveys

You will be invited to complete evaluations and surveys throughout your course of study. The results will be shared with the appropriate departments and any related actions will be communicated to you through your lecturer or Programme Leader, including posters around the school.

Course evaluation surveys will be undertaken within each programme and the trends of the surveys will be used to make improvements to content and delivery.

## 6.10 Student Equipment and Resources

The school may loan equipment and resources to students including cameras, video cameras, and related equipment. The loan system relies on the proper use and care of the equipment and resources, and the return by the due date.

You must honour the loan requirements:

- Any damaged returns may be invoiced to you at the commercial repair or replacement rate
- If you fail to return equipment or resources by the due date, you may be given an initial verbal warning. If you fail to return a second time, you may not have further access to borrowed equipment and resources
- If you fail to return equipment or resources by one week after the due date, you may be charged and invoiced at the full commercial replacement cost, plus an administration fee, and you may not have further access to borrowed equipment and resources.

If you have any outstanding equipment or resources fines at the conclusion of your course of study, you may have your debt referred to a debt collection agency and your academic records and transcript will be withheld.

# 7. Policy for Impaired Performance

Failure to meet the required attendance criteria is addressed in Section 6 of the [Academic Progression Policy](#).

If you fall behind in the quality or quantity of your learning, it is your responsibility to correct this. In the first instance, you should discuss the situation with academic staff for referral to your Programme Director or Coordinator.

If the situation persists or in exceptional circumstances, where a situation outside of your control is affecting your studies, you may submit a request in writing to the Associate Dean who will assess your request on a case-by-case basis.

If you fail a component, you may re-take the component at the earliest opportunity, if:

- You apply in writing to your lecturer or Programme Leader within three weeks of receiving notice that you have failed the component (Student Support Services will assist you);
- You pay to re-take the component; and
- There is a place available in the next offering of the component.

# 8. Transfers (Credit Policy)

MDS supports the right of students to transfer from a course of study under several circumstances. To complete a transfer, students must contact Student Administration to complete a transfer form. Please contact Student Administration via email: [studentadmin@mediadesignschool.com](mailto:studentadmin@mediadesignschool.com).

Please refer to the MDS

## 8.1 Compassionate Transfers

Compassionate transfers are granted under exceptional circumstances. Exceptional circumstances often occur when a situation outside of your control is preventing you from completing your course of study successfully within the scheduled end date.

Exceptional circumstances include:

- Major trauma or injury
- High-risk situation or significant illness
- Death of an immediate family member
- Natural disaster or event impacting on a community or communities.

If any of these circumstances occur, you should contact your lecturer and Programme Leader who will advise you on the next steps. This may involve a confidential discussion with the Student Counsellor and completing relevant documentation. The Student Counsellor may recommend a compassionate transfer to the Programme Leader who will make a final decision.

If the transfer is granted, your course of study will be placed on hold, and you will re-enter your course of study in the following intake or year (if the course of study is offered). There is no financial penalty.

Domestic students: StudyLink will be advised by MDS of any changes to your study. With regards to Student Allowance, you must speak with StudyLink to also advise any changes to your study. StudyLink requires students undertaking a course that is 32 to 52 weeks in duration to have at least 0.8 EFTS to be eligible for a student loan. Part-time students (full year or part year) are eligible for a student loan for fees but are not eligible for course-related costs and living costs. Student performance will be accessed by StudyLink.

International students: INZ will be notified of the transfer. You will be responsible for obtaining a new visa, as well as any costs involved with the new course. INZ defines a full-time international student studying at a private training establishment (PTE) as being enrolled in a course of study that requires attendance of a minimum of 20 hours per week.

## 8.2 Transfer to New Qualification

If you decide to transfer from the course of study that you are enrolled in to a new course of study, you must follow the [withdrawal process](#) for your current enrolment and reapply for entry into the new course of study in the following available intake or year.

If the transfer is granted, you will be responsible for all fees as invoiced for the full tuition of the year. No refunds will be granted.

Domestic students: StudyLink will be advised by MDS of any changes to your study. With regards to Student Allowance, you must speak with StudyLink to also advise any changes to your study. StudyLink requires students undertaking a course that is 32 to 52 weeks in duration to have at least 0.8 EFTS to be eligible for a student loan. Part-time students (full year or part year) are eligible for a student loan for fees but are not eligible for course-related costs and living costs. Student performance will be accessed by StudyLink.

International students: INZ will be notified of the transfer. You will be responsible for obtaining a new visa, as well as any costs involved with the new course. INZ defines a full-time international student studying at a private training establishment (PTE) as being enrolled in a course of study that requires attendance of a minimum of 20 hours per week.

**Note:** *If you (a domestic student) are applying for a student loan through StudyLink for the next course of study, you will need to have successfully completed at least half of the Equivalent Full-time Student (EFTS) requirements for the current course of study to be eligible for a StudyLink student loan or allowance.*

## 8.3 Restart Transfer

If you enrol in a course of study, but fail a number of components and wish to stop and 'restart' as part of a following intake, the number of credits and EFTS completed must first be considered.

If you fail no more than 30 credits, you must stay with your course of study and resit the components as agreed in an Individual Learning Plan. The resit process must be followed and you will be charged for the components you have failed.

If you fail more than 30 credits, you must withdraw and reapply for entry in the following available intake or year.

If the transfer is granted, you will be considered a new enrolment and you will be responsible for all fees as invoiced for the full tuition of the year. No refunds will be granted.

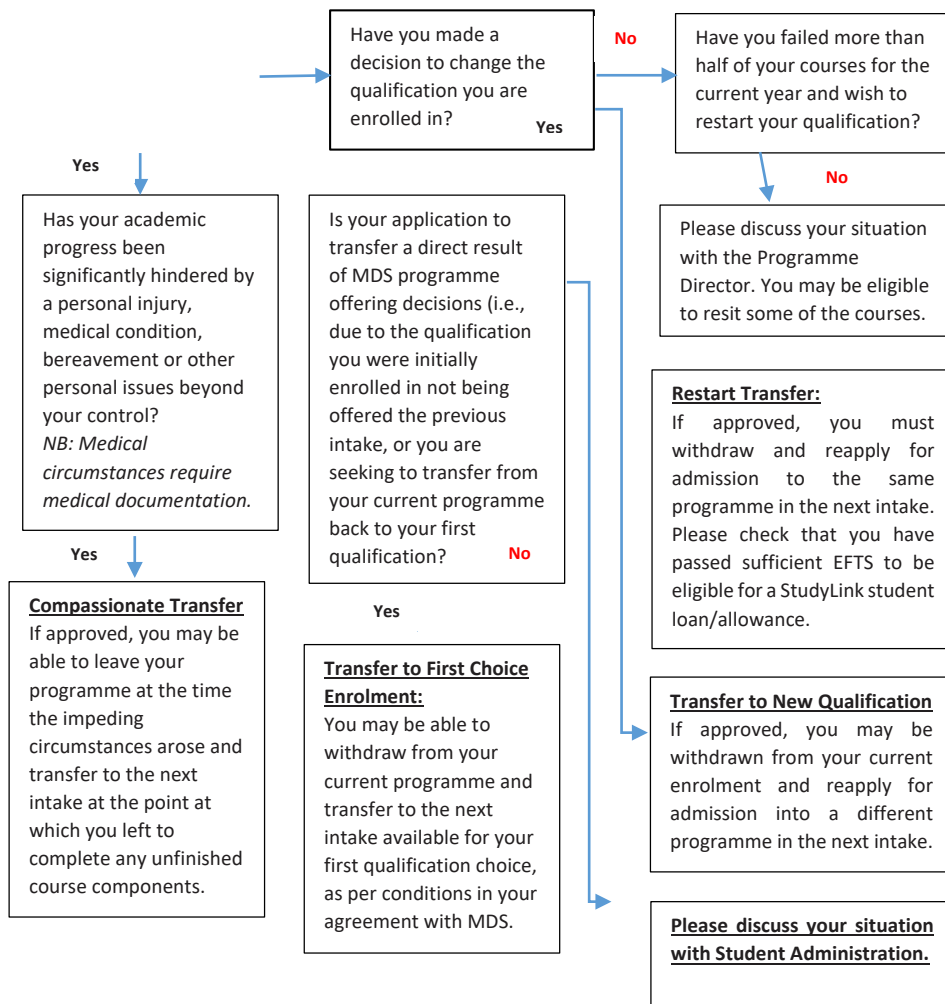
You may request Recognition of Prior Learning (RPL) for components already passed. If this is granted, you do not need to retake these components and tuition fees will be reduced by the component fees.

Domestic students: StudyLink will be advised by MDS of any changes to your study. With regards to Student Allowance, you must speak with StudyLink to also advise any changes to your study. StudyLink requires students undertaking a course that is 32 to 52 weeks in duration to have at least 0.8 EFTS to be eligible for a student loan. Part-time students (full year or part year) are eligible for a student loan for fees but are not eligible for course-related costs and living costs. Student performance will be accessed by StudyLink.

International students: INZ will be notified of the transfer. You will be responsible for obtaining a new visa, as well as any costs involved with the new course. INZ defines a full-time international student studying at a private training establishment (PTE) as being enrolled in a course of study that requires attendance of a minimum of 20 hours per week.

## 8.4 Guide to Selecting Transfer Type

Please refer to the MDS [Credit Policy](#) prior to applying for a transfer.



## 9. Security

Security measures are in place to lessen potential risk and ensure the environment is safe for all students and staff. Student breaches of security, as detailed elsewhere in this handbook, may result in deregistration from the school.

**Note:** Security cameras are positioned in key areas of the school on all levels to keep the school environment safe. This includes the library which is monitored to ensure library resources are protected. Footage captured may be used as evidence of misconduct, theft or unauthorised access.

## 10. Student Life

### 10.1 Student ID Cards

All students are issued with an ID card within two weeks of their course of study commencing. It is advised that you provide the school with a photograph once you receive your Offer Letter in order to process your ID card in advance.

You must always carry your ID card with you while on campus, for two reasons:

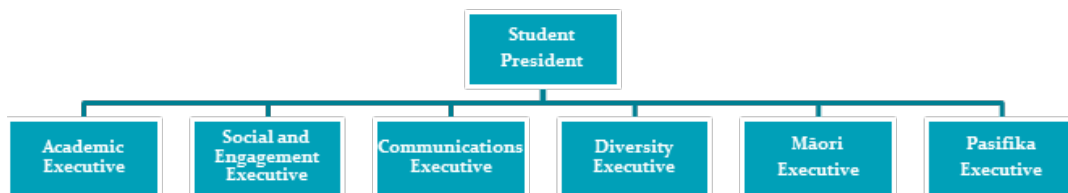
- To protect fellow students, student work and equipment. This allows the school to identify anyone who is not authorised to be on campus; and
- To be able to move across the campus levels as your student ID card is also an access card.

If you do not display your ID card on campus, you will be required to either immediately rectify the situation or vacate the campus. If you lose your ID card, you will be responsible for obtaining a replacement card at your own cost.

## 10.2 Student Executive

The Student Executive Committee is formed by currently enrolled students who serve as representatives, with different areas of responsibility. Led by the Student President, the Executive works closely with the Student Services team and plays a significant role in:

- Leading the Student Voice and to represent the student body
- Promoting the interests of students
- Supporting student engagement initiatives
- Advising on engagement with Māori and Pacific communities
- Supporting the school to deliver on strategic equity objectives
- Supporting the development of school policies
- Advising on the school's academic structure.



## 10.3 Student Representatives

Each class may elect a Student Representative, generally within the first four weeks of your course of study. The Academic Executive manages the Student Representatives.

The Student Representative must be willing and able to represent a class or student on process, policy matters, and other areas of concern. The Representative must be able to attend and report on the Student Executive meetings, chaired by the Student President.

## 10.4 Student Lockers

Electronic lockers are subject to availability. While on campus, you may use a locker for a limited period only.

## 10.5 Student Communications

Regular newsletters are sent to your school email addresses to keep you updated on news, events and information.

In addition, school information and updates are posted on student notice boards throughout the campus and online via the [Student Information Hub](#), [Discord](#), and [Facebook](#).

## 10.6 School Hours and Access

Students can access the campus using their student ID card, during the following operating hours:

- Monday to Thursday: 8:00am to 9:00pm
- Friday: 8:00am to 6:00pm
- Saturday: 10:00am to 5:00pm
- Sunday: Open to Postgraduate and Master students.

Access to student servers cease at the above closing times (there are no exceptions). If you are printing, saving, burning or rendering at the time of closing, you will need to abandon the work.

Level 1 Reception business hours are 8.00am to 5.00pm, Monday to Friday. The lift will not operate from level 1 outside of these hours.

## 10.7 Holiday Breaks

The school is closed during all New Zealand observed public holidays and Auckland Anniversary Day.

## 10.8 Visitors

You are required to gain prior permission from your lecturer and Programme Director if you wish to bring a visitor into the school. No visitors are permitted during the weekend or after 5:00pm on weekdays. You must accompany your visitor at all times. No visitors may enter classes that are in progress or use any school computers, resources, or equipment.

## 10.9 Letters of Reference

Lecturers are not required to provide written references for students. If you wish to use a lecturer as a verbal referee, you must request permission from your Programme Director before you approach your lecturer.

## 10.10 Student Events

The school arranges a number of events throughout the year, both on and off campus, where you can showcase your work to influential members of the creative community and to the general public. The school also holds events, such as film screenings and a range of other activities, for you to get involved in with other students and faculty.

All upcoming student events and news are posted by the Student Services team on [Discord](#).

## 10.11 Clubs

Student clubs enrich the school experience and provide opportunities for students to make new friends, meet like-minded people and develop new skills.

For more information on clubs or to start your own, please contact the Student Executive or the Student Services team.

# 11. Student Code of Conduct

The purpose of the Student Code of Conduct is to provide guidance on the standards of conduct expected of students. It does not address all possible issues concerning the conduct of students but provides a framework of appropriate behaviour. If a circumstance or situation arises that is not expressly covered by the Student Code of Conduct, students must comply with the underlying principles of the Student Code of Conduct.

A breach of the Student Code of Conduct may result in suspension, exclusion or expulsion from MDS under the Student Discipline Policy. \*

- **Honesty and integrity**

Students are expected to:

- Carry out their studies with honesty and integrity and not engage in academic misconduct
- Inform themselves of, and comply with, MDS policies and procedures
- Comply with the conventions of academic scholarship
- Comply with all New Zealand laws
- Participate fully in the learning process, attending classes and submitting assessments
- Reasonably engage in the programme
- Read and respond to all official MDS communications in a timely manner
- Pay all MDS fees and charges for which they are liable by the set deadline.

- **Courtesy and respect**

Students are expected to:

- Treat all members of the MDS community with courtesy and respect
- Refrain from behaviour that disrupts others in the safe pursuit of their work or study
- Refrain from conduct that may be detrimental to the reputation of MDS
- Contribute to the orderly and safe functioning of MDS
- Respect the opinions of others and their right to express religious or political views
- Refrain from behaviour that could reasonably be considered offensive to others.

- **Appropriate use of MDS's resource**

Students are expected to:

- Use the MDS resources in a manner that is considerate to others
- Use the MDS resources for MDS purposes, unless otherwise expressly permitted
- Not wilfully damage or remove property belonging to members of the MDS community
- Not participate in any learning activity while under the influence of alcohol or other drugs
- Not use, possess or supply any prohibited drug, substance or weapon on MDS premises or while participating in learning activities or representing MDS in social or cultural activities
- Not engage in fraudulent or corrupt conduct
- Safeguard their own wellbeing by observing all workplace health and safety procedures
- Obey all reasonable instructions by MDS staff.

- **Fair treatment**

All members of the MDS community are prohibited from engaging in the following behaviours whilst on the MDS premises or undertaking MDS activities, regardless of the location of the activities:

- Harassment, bullying or vilification
- Sexual harassment
- Racial vilification or racist behaviour



- Discrimination on the basis of a personal characteristic, such as age, gender, relationship status, pregnancy, sexuality or race
- Discrimination on the grounds of disability or medical condition
- Discrimination on the grounds of religion, political opinion, criminal record (when irrelevant), freedom of movement or trade union activity
- Discrimination on the grounds of family responsibilities
- Discrimination because of an association with someone identified on the basis of a personal characteristic
- Victimisation of any member of the MDS community who makes a complaint under the Student Code of Conduct.

For the purposes of this document, harassment and bullying do not include:

- Reasonable direction from a staff member
- Fair application of appropriate teaching, including guidance and assessment feedback
- Implementation, with procedural fairness, of academic or non-academic misconduct procedures.

Breaches of the Student Code of Conduct or any failure to follow lawful and reasonable instructions by staff may result in you being deregistered from the school.

Please refer to the MDS [Student Charter](#) for further information.

\* The MDS Student Discipline Policy is currently under review.

## 11.1 Harassment

The school is committed to providing a work and study environment that is free from any form of harassment, including sexual harassment. The school finds any form of harassment unacceptable and recognises the adverse effects such behavior has on people.

All students and staff have a right to be treated with equal regard, dignity, concern and decency. Any action or inaction, communication or behaviour that could be interpreted as harassment will not be tolerated. Harassment of any kind that denies the worth, integrity and dignity of human beings and fails to respect human rights, may constitute unlawful discrimination.

Harassment of any kind, if proven, constitutes unacceptable behaviour. The school may enforce disciplinary action if a student or staff member is found to have harassed another student or staff member.

The school will provide impartial processes for dealing with complaints of harassment and will assist in the resolution of complaints. These processes are available to everyone in the school community, including students, staff, contractors or clients of the school.

Please refer to the below MDS policies for further information:

- [Sexual Harassment and Sexual Assault Prevention Policy](#)
- [Student Charter](#)
- [Student Complaints Policy](#)

## 12. Disciplinary Procedures

You must abide by all school policies, processes and rules, as summarised in this Handbook and published on the school [website](#).

The following procedures will be applied if you are in breach of school policies, processes and rules:

- You will, in the first instance, be spoken to by your lecturer or Programme Director
- You will, if you continue to be in breach, be required to meet with the Associate Dean and Programme Director
- You will receive a maximum of two written warning letters before appropriate action is taken. This action will vary according to the severity of the behavior and whether it places other people or property in danger.

### 12.1 Immediate Student Deregistration

The school reserves the right to deregister a student in the case of ongoing, unacceptable behaviour. If serious student misconduct occurs, two written warning letters may not be issued. Immediate student deregistration will be considered in the following, but not limited to, circumstances:

- The student is abusive, threatening or generally considered to be a safety risk to students, staff, visitors, or to themselves
- The student presents work that is not solely their own for assessment, as per the [Academic Integrity Policy](#)
- The student downloads pornographic or offensive material and/or reproduces and distributes such material
- The student harasses, defined in the [Student Code of Conduct](#), another person whilst on the MDS premises or undertaking MDS activities, regardless of the location of the activities

- The student continuously refuses to abide by the [Student Code of Conduct](#).

If you are deregistered from the school, you are not eligible for any refund of fees. If you have outstanding fees owing to the school, you will be required to meet all payment obligations, as per your invoice for the full tuition of the year.

## 13. Health and Safety

It is important that you assess any risk in the working environment and you remain safe at all times.

You must ensure that you are aware of the health and safety risks, whether this be in the classroom or offsite (i.e., shooting a film, meeting with clients, visiting industry, or for any other reason that pertains to your course of study).

If you travel in another student's vehicle, you do so at your own risk.

### 13.1 Accident Reporting

Accidents must be reported, either by informing a staff member or by notifying Reception. An investigation will occur and actions will be noted.

If an accident results in a serious injury, the school will call an ambulance or will transport you to an emergency clinic. If the injury is minor, you are advised to contact a doctor as soon as possible.

### 13.2 Hazard Identification

Hazard assessment is completed regularly by the school staff. Please let Reception know if you have identified a potential hazard or risk.

### 13.3 Emergency Contact

The school's emergency contact number is: 021 575 671. This number is active and available 24/7 for all students who need to contact the school in an emergency, outside of working hours.

### 13.4 Fire and Evacuation Procedures

Fire and evacuation procedures are given to you as part of your orientation. Procedures are also clearly posted on the [Student Information Hub](#), [Discord](#) and beside the stairwells on each floor of the building.

During some emergencies, it is important to know how to evacuate the building. If you hear the evacuation alarm:

- Evacuate immediately through the nearest fire exit
- Do not linger to collect personal belongings
- Do not carry anything that can be spilt or dropped (at least one hand should be free)
- Do not use the lifts or spiral staircases
- Do not run
- Do not endanger yourself or anyone else
- Follow all instructions given by the fire wardens
- If you require assistance, wait in the stair landing
- At street level, beware of the traffic and remain on footpaths
- Keep away from the front of the building so that emergency services have free access
- Assembly areas are on Tiramarama Way
- Do not re-enter the building until the fire wardens have given the 'all clear' announcement.

### 13.5 Technical Faults and Maintenance Reporting

The school relies on the constant maintenance of all equipment to avoid experiencing major computer faults. To assist in this process, the school asks students to lodge any faults, technical problems or service requests via the Helpdesk email: [helpdesk@mediadesignschool.com](mailto:helpdesk@mediadesignschool.com).

There will inevitably be times when technical problems may impact on your work and production. The school has processes in place to ensure the risk of such impact is kept to a minimum.

You must ensure you save and back up your work to a personal external hard drive or cloud-based storage. Please do not assume that work saved onto local computers is secure, as the school will not take responsibility for any lost or deleted work. You must keep within the set limits of server storage, as advised by the school's technicians.

### 13.6 Food and Drink

With the exception of bottled water, no food or drink may be taken into any classroom. Food and drink may be consumed in the designated student lounge on Level 1, or the tea-point areas on Levels 2, 3 and 4. If this is not adhered to, you may face disciplinary action.

## 14. Student Guidance and Support

Guidance and support at the school is available through different channels to ensure your learning needs are met and barriers to your progress are minimised. The first point of contact for guidance and support is your lecturer. You can also contact your Programme Director, Student Counsellor, Student Services staff or the Campus Director.

### 14.1 Tertiary and International Learners Code of Practice

Tertiary education providers have an important role in ensuring the safety and wellbeing of all students.

The Tertiary and International Learners Code of Practice supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers.

It sets out the expectations that education providers must meet for the wellbeing and safety of their students.

NZQA is the administrator of the Tertiary and International Learners Code of Practice, responsible for monitoring and supporting providers to give effect to the Tertiary and International Learners Code of Practice.

This Tertiary and International Learners Code of Practice will apply from 1 January 2022, replacing the previous Codes of Practice.

To get a copy of the Tertiary and International Learners Code of Practice, download [the Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(DOCX, 145KB\)](#).

### 14.2 Counselling Services

The counselling service provides individual counselling for personal and relationship issues. It also provides interventions for students with habitual absences and other behavioral concerns that consistently interfere with student learning. Counselling sessions aim to support students to identify solutions, and reinforce a sense of ownership and control.

The type of counselling available at the school is brief intervention, not long-term therapy. If a student requires more than the standard five to seven sessions, the Student Counsellor may refer a student to another community counselling service off campus. They may also refer students with long-term or specialised counselling and medical needs to external (both public and private) mental health practitioners, including psychologists, psychiatrists and general practitioners.

Academic staff are encouraged to refer students with habitual absences, tardiness, lack of concentration within the classroom, homesickness, low self-esteem, relationship conflict, work or family-related problems, and other behaviors that may impact the ability to study effectively.

Academic challenges, including understanding course content, missing deadlines and maintaining a high degree of motivation for the course, should be referred to the Programme Director for academic support.

#### I. Life Coaching for New Students

The life coaching service is available to help new students adjust to life at the school and in Auckland. This service is facilitated by a qualified and registered counsellor.

This service involves interactive drawing activities and goal setting. The coach will also assist new students with any queries regarding accommodation, medical services, coping strategies for home sickness and culture shock, self-care, and avenues for academic support.

Sessions are 30 minutes to an hour. They are one-off but students are welcome to request a follow up session with the coach.

### 14.3 Wellness Training and Workshops for Students

Periodically, the school may provide wellness training and workshops on campus or online to guide students to develop skills and strategies for overall wellbeing support. These workshops include stress management, self-care, mindfulness and guided meditation.

Workshops are led by experienced facilitators and wellness practitioners who have experience working with corporate and community clients.

### 14.4 The Library Service

The library is located on Level 1 of the campus. The library can also be accessed [virtually](#) 24/7.

The library provides the following services and resources for your studies:

- Articles, books, eBooks, journals, subject guides, visual collections and peer reviewed materials
- Academic skills support
- Academic integrity and referencing guides
- Blackboard support
- Copyright guide
- Databases

- Referencing support
- Study success workshops
- Live chat.

If you wish to speak with the Campus Librarian, borrow resources or work on your assignments, you can visit the library on Level 1 or email: [library@mediadesignschool.com](mailto:library@mediadesignschool.com).

## 14.5 Disability and Learning Needs Support

Applicants with disabilities who meet the entry criteria will be considered on a case-by-case basis. The school will consider the level and type of support required, as well as the possible impact of the student's disability on others in the campus community.

The school can offer limited equipment and resources to support the student and will work with the necessary external agencies to provide the right level of support that will enable the student to learn and achieve.

Upon accepting a course of study, the student agrees they are able, with the support identified at registration, to manage their learning environment.

In cases where a student's disability requires ongoing or specialised support, or affects behaviour, the school reserves the right to decline an application. If a student is accepted, but their behaviour is disruptive in class, presents a physical risk, or requires support from the lecturer above and beyond what is given, the school reserves the right to suspend or deregister that student.

## 14.6 International Student Support

The school provides general support and assistance to students arriving in Auckland with information on accommodation, transport, setting up a bank account, and medical resources as required.

# 15. Student Complaints Policy

MDS encourages students and staff to create a positive communication process that both benefits MDS and the classroom. MDS wishes to foster an environment of continuous improvement and expects both staff and students to raise concerns early to allow preventative measures to be put into effect.

MDS is guided by the following principles in resolving all student complaints:

- MDS will treat complaints seriously and will ensure that all processes are confidential
- MDS follow the principles of natural justice to achieve an acceptable resolution
- Complaint and review procedures will be readily available to ensure that staff and students understand their rights and responsibilities, including their right to have a support person present at any interview or proceeding (the support person may be a legal representative or another person of the student's choosing)
- Parties to the complaint resolution process will not be disadvantaged as a result of lodging the complaint, investigating the complaint or responding to the complaint
- The principles of courtesy, mutual respect, confidentiality and procedural fairness will be observed by all parties to the complaint resolution process
- Complaints will be resolved expeditiously, and there will be no direct financial cost to the student relating to internal complaint processes
- Complaint and review procedures will be applied consistently and transparently
- A student's enrolment will be maintained while the complaint process is ongoing except in cases outlined in the Student Charter and Code of Conduct
- The complaint and review process will be well documented, and the results will be communicated to relevant parties in a timely manner
  - Students will be provided with a written statement of the outcome of any formal complaints, including full details of the reasons for the outcome
  - Records of complaints and reviews will be kept for a minimum of five years
- The complaint resolution process will be used by MDS to identify areas for improvement in the quality of services and support it provides to students
- The complaint resolution process does not circumscribe an individual's rights to pursue other legal remedies or to have their complaint reviewed externally.

## 15.1 Types of Complaint

MDS employs a four-step approach (see Complaint Resolution below) in dealing with all complaints, though the procedures and timelines for dealing with specific types of complaints may be different.

### I. Academic Complaints

Academic complaints are complaints about the delivery of a student's enrolled subjects. Examples include, but are not limited to, dissatisfaction with:

- The content of a subject
- The design or delivery of a subject
- The clarity of an assessment item
- The equipment, resources or materials required, or recommended for a subject
- Feedback provided by a teaching staff member.

## II. Non-academic Complaints

Non-academic complaints are complaints about the services and facilities provided by MDS, or about non-academic decisions made by MDS, usually by professional staff.

Examples of non-academic complaints include, but are not limited to, dissatisfaction with:

- A decision to deny a request for a refund under MDS's Fees Policy
- A decision to impose penalties for the non-payment and late payment of fees
- The administration of admission, enrolment, examinations and graduation
- Services or facilities, such as library borrowing, building access, and support services
- Health and safety management
- Management of student personal information.

Non-academic complaints also include complaints about unfair treatment committed by another member of the MDS community, which may include:

- Discrimination
- Harassment
- Victimisation
- Vilification
- Bullying.

## 15.2 Complaint Resolution

Consistent with the principles of this policy, and taking into account that some types of complaints are addressed according to specific policies and procedures, the MDS approach to complaint resolution generally involves:

### I. Informal Discussion

Complaints should be resolved informally within 10 working days whenever possible through discussion between the student and the person directly responsible for the decision or behaviour that is the subject of the student's complaint. The complaints should be raised promptly via email, phone or direct conversation. It is the responsibility of both parties to explore options for resolving the issue as soon as possible after it has been raised, and to do so in a courteous and respectful manner.

It is acknowledged, that in some circumstances, students may not feel comfortable raising their complaint directly with the person who is the subject of the complaint. Advice on taking the first steps towards resolving a complaint informally is available from the Program Director (academic complaints) or Campus Director (non-academic complaints).

There is no compulsion to resolve complaints informally. Students have the option of requesting a formal review as the first step in the complaint resolution process.

There are no fees for lodging informal complaints.

### II. Formal Complaint

If the issue cannot be resolved informally, or if the student is dissatisfied with the initial decision regarding the matter, they may ask for a formal review of their complaint. The formal complaint will be reviewed and decided by:

- The Programme Director (or delegate) for academic matters
- The Campus Director (or delegate) for non-academic matters and residential matters.

There are no fees for lodging formal complaints.

### III. Internal Appeal

A student may appeal of the outcome of their formal complaint within 20 working days of receiving the written response if they believe the results are unfair, or incorrect on one of the following two grounds:

- The process has been incorrectly followed and/or criteria incorrectly applied, or
- New evidence is available that was not available to the original decision maker.

Appeals on the grounds that the student disagrees with the outcome will not be heard.

A complainant can appeal the decision in writing. Refer to the Internal Appeal Procedure for details. The Vice President, Governance, Strategy and Student Administration will assess the appeal and take one of the following options:

- Refer the appeal back to a formal complaint
- Refer the appeal to the appropriate senior staff member for a decision

- Independently investigate the appeal; or
- Refer the appeal to the Student Appeals Panel.

There are no fees for lodging an appeal.

#### IV. External Review

If a complaint against MDS has been heard as an appeal, the only avenue for further appeal is external. No further internal review or appeal is available.

Students can appeal MDS decisions externally by seeking assistance from relevant agencies such as the [NZQA](#), [Human Rights Commission](#) and [WorkSafe New Zealand](#). International students may also choose to lodge an external appeal or complaint with [iStudent Complaints](#).

A student with a complaint against MDS may seek external review at any stage of the complaint resolution process, although it is expected that a student will have accessed internal processes before commencing external proceedings. If MDS receives notification that a complaint is the subject of formal external enquiry or legal action, the internal resolution process will be suspended until the external action is completed.

### 15.3 Record Keeping

MDS keeps appropriate records of all complaints, including documentation relating to formal complaint and reviews for at least five years, and allows parties to the complaint appropriate access to these records, consistent with the provisions of the MDS [Privacy Policy](#).

### 15.4 Class Complaints

Class members are invited to discuss any class complaints with the Student Executive.

Depending on the urgency and complexity of the complaint and whether it is an academic or operational matter, the Student Executive may lodge a written complaint in writing, following the student complaint procedure to Student Services.

### 15.5 Guidelines for Official Written Complaints

To compile a complaints letter:

- Date the letter
- Identify the qualification and intake
- Describe the complaint
- List the possible solutions to each complaint by:
  - State the desired outcome(s)
  - Ensure the desired outcome(s) are reasonable and within the mandate of the school and/or department
  - Attempt to identify the key grievance associated with the complaint – avoid petty complaints that can be addressed informally
  - Make it brief and to the point
  - Only address evidence-based complaints with hard facts
  - Avoid personalised complaints that cannot be addressed
  - Avoid writing aggressive, sarcastic or threatening letters
  - Keep a copy for your records
  - Ensure all complaints fall inside the scope of this policy.

### 15.6 False Allegations

If you are found to have submitted an unjustifiable or false complaint, disciplinary action may be taken.

## 16. International Students

The school welcomes students from all countries. For international students who have English as a second language, it is important that additional time is invested to ensure full understanding of your studies. International students must have proof of a current visa to study in New Zealand.

The Registrar and Student Services are available to assist with the needs of international students. Please contact the Registrar via email: [studentadmin@mediadesignschool.com](mailto:studentadmin@mediadesignschool.com) for assistance.

### 16.1 Emergency Contact

The school's emergency contact number is: 021 575 671. This number is active and available 24/7 for all students who need to contact the school, in an emergency, outside of working hours.

## 16.2 What International Students Can Expect of the School?

International students and their families can expect the school to:

- Provide clear, sufficient and accurate information, so you can make informed choices regarding your education
- Give clear information on your legal obligations and rights, including refund policies and termination of enrolment under any contracts entered into with the school
- Check that you have the prescribed insurance cover
- Provide a safe and supportive environment for study
- Ensure (as far as practicable) 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 agents to ensure they provide reliable information and advice regarding studying, working and living in New Zealand
- Ensure the educational instruction on offer is appropriate for your expectations, English language proficiency and academic capability
- Have proper policy processes in place to safeguard student fees paid, and provide an appropriate refund if you withdraw or your course closes
- Ensure you have access to proper and fair procedures for dealing with complaints and grievances.

## 16.3 Tertiary and International Learners Code of Practice

Tertiary education providers have an important role in ensuring the safety and wellbeing of all students.

The Tertiary and International Learners Code of Practice supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers.

It sets out the expectations that education providers must meet for the wellbeing and safety of their students.

NZQA is the administrator of the Tertiary and International Learners Code of Practice, responsible for monitoring and supporting providers to give effect to the Tertiary and International Learners Code of Practice.

This Tertiary and International Learners Code of Practice will apply from 1 January 2022, replacing the previous Codes of Practice.

To get a copy of the Tertiary and International Learners Code of Practice, download [the Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(DOCX, 145KB\)](#).

## 16.4 What if Something Goes Wrong?

If you have concerns regarding how your education provider or agent is treating you, you should first contact your provider or agent and follow their complaints procedure. Providers must have an internal complaints procedure to ensure any complaints are met with a fair result.

Providers will have a designated person who you can talk to and who will advise you on how to address complaints. This may be the principal or the international student director.

If the provider's complaints procedure does not address your concerns, you can contact [NZQA](#) (regarding breaches to the Tertiary and International Learners Code of Practice).

NZQA has the legal authority to investigate potential breaches to the Tertiary and International Learners Code of Practice. NZQA will consider the information you provide, and advise you whether NZQA can accept it for investigation as a formal complaint.

If NZQA does carry out a formal complaint investigation, both you and the provider will have the opportunity to provide information.

## 16.5 Student Contract Dispute Resolution Scheme (DRS)

[iStudent Complaints](#) is the appointed operator of the [International Student Contract Dispute Resolution Scheme \(DRS\)](#), which was set up to resolve financial and contractual disputes for international students.

You can contact iStudent Complaints via:

- Website: [www.istudent.org.nz](http://www.istudent.org.nz)
- Email: [complaints@istudents.org.nz](mailto:complaints@istudents.org.nz)
- International phone number: +64 4 918 4975
- Freephone (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 languages only)
- Post: iStudent Complaint, P.O. Box 2272, Wellington 6014, New Zealand.

Please refer to the [iStudent website](#) for further information.

## 16.6 Medical and Travel Insurance

All international students must have current medical and travel insurance for the duration of their planned period of study in New Zealand. This can be arranged by the school prior to commencement of the course of study. Students can choose to have their own insurance as long as it meets the minimum standards of the [Tertiary and International Learners Code of Practice](#).

The travel insurance policy should cover the following aspects:

- Loss of baggage and personal effects
- Personal liability
- Accident and injury, repatriation, search and rescue
- Disruption of travel plans in and out of New Zealand
- Cost of health cover, while in New Zealand and in any transit countries.

All international students who have not purchased insurance through the school are required to present proof of insurance on arrival at the school and will need to complete a [Waiver Declaration and Check List Form](#).

Please contact the Registrar via email: [studentadmin@mediadesignschool.com](mailto:studentadmin@mediadesignschool.com) for further information.

## 16.7 Working in New Zealand

INZ requires specific visas for specific activities i.e., work, student, visitor or residency. Full details of visa requirements, advice on rights to employment in New Zealand, while studying and reporting requirements are available on the [INZ website](#).

## 16.8 Driving in New Zealand

All up to date information regarding New Zealand's traffic laws, and driver and vehicle licenses, can be found on the [Waka Kotahi \(New Zealand Transport Agency\) website](#).

[Resources on driving in New Zealand](#) are available in different languages.

# 17. Graduation

During your last day of study at the school, you are required to:

- Complete a departing student checklist
- Return all equipment and resources
- Provide your permanent address and contact details to receive information on academic records, graduation and industry events
- Settle any outstanding invoices (this can be done at Reception)
- Complete a post-study survey.

## 17.1 What Happens to My Work When I Have Completed My Qualification?

Upon completion of your course of study, the IT department will delete all class folder and home folder data from server storage. All drop zone data (student final work) will be moved from the storage volume to the archive volume.

Faculty and the marketing team will determine the most appropriate student work to keep for marketing purposes. The work will be copied onto an external hard drive before the archives are deleted, immediately after graduation.

Lecturers will select the most appropriate student work for external moderation, before the achieve period concludes. Lecturers will also create a reel of final student work for the next scheduled graduation.

## 17.2 Graduation Ceremonies

Graduation ceremonies are generally held twice a year – usually late May/early June and late September. On successful completion of your course of study, you will be notified of the date of your graduation ceremony.

If you meet all requirements for graduation, you will be provided with an academic record stating that you have passed your qualification, regardless of the delay between course completion and the graduation ceremony.

If you cannot, or choose not to attend graduation, you may have your certificate sent to you and graduate in absentia.

You cannot attend a graduation ceremony or receive your academic record if you have unpaid invoices or outstanding equipment and resources.

## 17.3 Alumni

The school encourages our alumni to share their successes by keeping the school informed of their career progression and graduate outcomes.



Alumni and employers may also be asked to participate in surveys conducted by the school to document alumni outcomes, such as employment and further education, for government reporting purposes.

## 18. Fees

Tuition Fees are published on the school's website. The New Zealand Government funds domestic students through Student Achievement Component (SAC) funding.

Government funding does not apply to international students and international student fees are published separately.

Fees listed are for each academic year of study. Fees are in New Zealand dollars.

### 18.1 Student Fee Protection

All PTEs registered with NZQA are required to offer protection for student fees paid and other course-related costs.

The school has selected Public Trust to act as an independent trustee. As soon as fees are deposited with Public Trust, they are protected. As students progress through their course of study, the fees paid are gradually released to the school.

In the unlikely event the school is unable to complete the course of study (due to closure, insolvency or course cancellation), Public Trust will refund any fees owed to students or to StudyLink (domestic students).

For more information on Public Trust's student fee protection, please visit the [Public Trust website](#).

### 18.2 Government Funding – Domestic Students

TEC funds a set number of domestic students for all qualifications offered at the school through SAC funding.

The rate of SAC funding varies from course to course and year to year. For the purposes of SAC funding, a domestic student is one of the following:

- A New Zealand citizen, which includes Cook Island, Niue and Tokelau citizens
- A New Zealand permanent resident, currently residing in New Zealand
- An Australian citizen, currently residing in New Zealand
- An Australian permanent resident with a returning resident's visa, currently residing in New Zealand
- Certain exchange students and dependents of diplomats.

### 18.3 Payment of Fees

Upon registering to a course of study at the school, students accept full responsibility for payment of their fees by the due date, as per their invoice.

Students are not entitled to a refund in the following circumstances:

- Once the first eight calendar days of a student's course of study has been completed (domestic students)
- Once the first ten working days of a student's course of study has been completed (international students)
- A student is suspended or deregistered from their studies because they are not abiding by the [Student Code of Conduct](#) (including non-compliance with all school policies or not meeting financial obligations).

### 18.4 Late or Non-Payment of Invoices – Procedures and Penalties (Domestic Students)

Students are responsible for the payment of fees. Students are required to pay their account by the due date, as per their invoice.

The following outlines the time frame and procedure for non-payment of invoices after the start date of the qualification:

**Day 8:** All fees must be paid in full. If any fees are still outstanding, the student must provide evidence that they have applied for a student loan, and is now obligated to pay fees in full, as per the [Withdrawal and Refund Policy](#). If there is no evidence that the student has applied for a student loan, the student will incur a penalty fee of NZD\$250, payable within seven days.

**Day 15:** If there is still no evidence of a student loan application and a verification of study has not yet been received by the school or fees receipted, the student will be restricted from all classes until this process is completed.

**Day 22:** If the student's fees are still outstanding (with no exceptional circumstances), the student will be deregistered from their course of study and the appropriate authorities notified. No refund will be granted.

**Note:** It is the student's responsibility to make up the time and learning for any lessons missed due to being suspended for unpaid fees.

### 18.5 Outstanding Debts and Fees

Any outstanding debts or fees payable to the school are referred to the school's debt collection agency for recovery. This includes any costs incurred through damaged or lost equipment or resources loans. Administration and recovery costs are added to the original debt.

## 19. Withdrawal and Refund Policy

The school has specific rules regarding when a refund will be granted and the amount that will be paid. Students are required to follow the MDS [Withdrawal and Refund Policy](#).

If a student withdraws prior to the start of the course of study, they will be entitled to a full refund.

Domestic students are entitled to a refund if they withdraw from the course of study up to the end of the eighth calendar day, after the commencement of an intake.

International students are entitled to a refund if they withdraw from the course of study up to the end of the tenth working day, after the commencement of an intake.

Students who wish to seek a refund are required to make a written application to the Student Counsellor before this can be considered. Students must contact the Student Counsellor and complete a Student Support form.

- Domestic students who withdraw from a course of study up to the end of the eighth calendar day, after the commencement of an intake of a qualification, will be refunded the payment(s) made, minus the Administration Fee (NZD\$500 or 10 percent of the amount paid, whichever is the lesser).
- International students who withdraw from a course of study up to the end of the tenth working day, after the commencement of an intake of a qualification, will be refunded between 75 percent and 90 percent of their tuition fees, noting the school has the right to retain fees that are reasonable to cover the expenses already incurred when the student withdraws within this period (Education Amendment Act 2010 (No. 3)).
- International students withdrawing within the first ten days of their course of study can be charged up to 25 percent of their tuition fees to cover costs incurred for the following: registration fees, export education levy, recruitment, marketing, agents' commission and overhead costs, as well as student workbooks, equipment and textbooks they have been supplied with during this period.

Students will not be refunded for any student workbooks, equipment, or textbooks they have been supplied with during this period.

Students must pay all outstanding payments and have returned all equipment and resources belonging to the school before any withdrawal approval is given.

If a student withdraws after the eighth calendar day (domestic students) or tenth working day (international students) from the commencement of a qualification, they are not eligible for any refund. If a student withdraws after the eighth calendar day (domestic students) or tenth working day (international students) from the commencement of a qualification, they are still liable to pay the full invoiced amount for their fees, plus any additional expenses incurred while at the school.

Domestic students, paying their course fees through a StudyLink student loan are subject to full payment of all course fees, as per their invoice.

In the event of a course of study being cancelled by the school prior to commencement, students will be granted a full refund of fees paid, or given the option to transfer the funds paid to the next available intake. Any additional costs students may have incurred (direct or indirect) will not be refunded. The school reserves the right to offer to charge the current intake fees to the students willing to transfer to the next available intake.

In the unlikely event of any regulatory closure of the school, the school, through Public Trust, will ensure that any refund owed to a student will be made in accordance with the [Education and Training Act 2020](#) and the current [NZQA student fee protection rules](#).

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

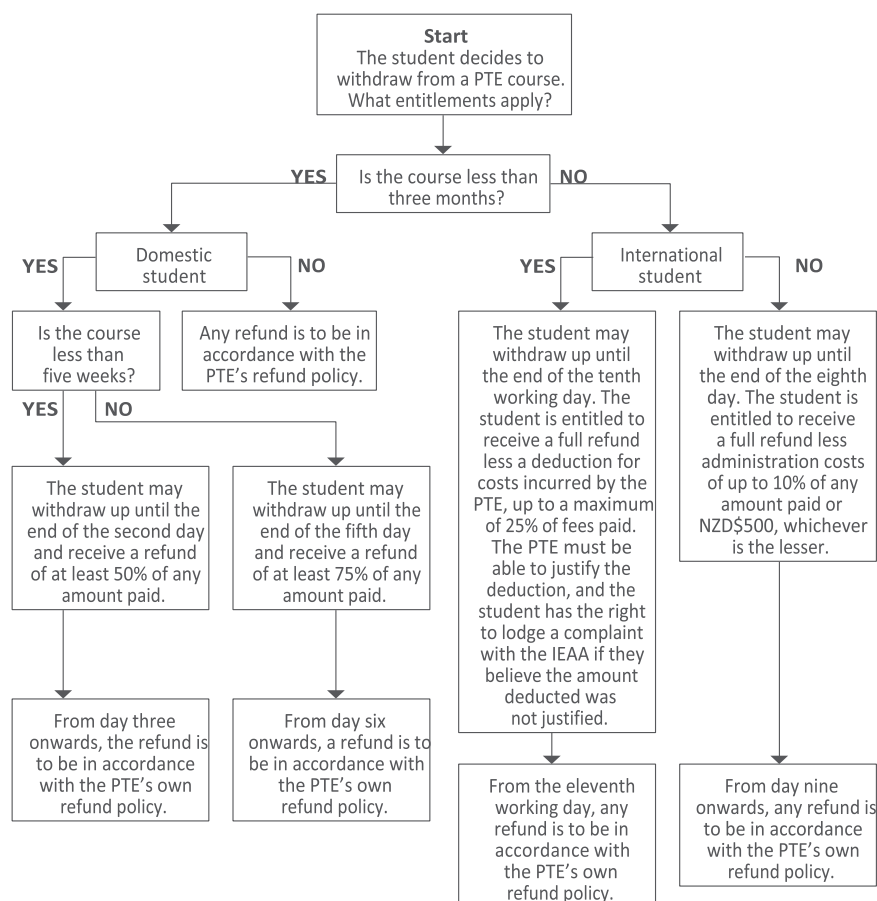
Conditionally enrolled students, who paid their fees but do not meet the full enrolment requirements of the conditional offer (e.g., IELTS, UE), will be refunded the full amount paid. Supporting documents (IELTS, NCEA results) must be provided.

International students whose visa gets declined, will be refunded the full amount paid. The original INZ letter declining the visa application must be provided.

If an international student obtains permanent residency during their course of study, the fees will not be adjusted and no refunds will be granted.

Please refer to the MDS [Withdrawal and Refund Policy](#) for further information.

## 19.1 Student Fee Refund Flow Chart



## 20. Emergency and Health Services

### 20.1 Emergencies

- In an emergency, call 111 (for Fire, Police or Ambulance).

### 20.2 Non-emergencies

- Contact your [local Police station](#) or Community Constable.

### 20.3 Doctors

- [Healthpoint](#) provides up-to-date information regarding healthcare providers, referral expectation and services offered.

### 20.4 Pharmacies

- [Healthpoint](#) provides up-to-date information regarding providers and services offered.

### 20.5 Auckland Public Hospitals

- [Auckland City Hospital](#)
- [Middlemore Hospital](#)
- [North Shore Hospital](#)
- [Waitakere Hospital](#)

### 20.6 Auckland Mental Health Services (Adult)

- [Auckland DHB Community Mental Health Services \(Adult\)](#)
- [Counties Manukau DHB Community Mental Health Services \(Adult\)](#)
- [Waitematā DHB Community Mental Health Services \(Adult\)](#)

## 21. External Support Services

### 21.1 Government

- [Accident Compensation Corporation \(ACC\)](#)
- [Drive \(Learn to Drive\)](#)
- [Education New Zealand \(International Education\)](#)
- [Immigration New Zealand](#)
- [Inland Revenue \(IRD\)](#)
- [Kāinga Ora \(Housing New Zealand\)](#)
- [Mental Health and Wellbeing Commission](#)
- [Ministry of Education](#)
- [Ministry of Education – International Students](#)
- [Ministry of Health](#)
- [Ministry of Health \(Healthline\)](#)
- [New Zealand Human Rights Commission \(HRC\)](#)
- [New Zealand Police](#)
- [New Zealand Police – School Portal](#)
- [Oranga Tamariki \(Ministry for Children\)](#)
- [StudyLink](#)
- [Tenancy Services](#)

### 21.3 Community Support

- [Alcohol and Drug Helpline](#)
- [Alcoholics Anonymous Aotearoa](#)
- [Anxiety New Zealand Trust](#)
- [Are You OK \(Family Violence Helpline\)](#)
- [Asian Health Services](#)
- [Auckland City Mission](#)
- [Auckland Sexual Health Service](#)
- [Automobile Association \(AA\)](#)
- [Automobile Association \(AA\) – Breakdown Assistance](#)
- [Automobile Association \(AA\) – Vehicle Servicing](#)
- [Belong Aotearoa \(Auckland Regional Migrant Services\)](#)
- [Caring Families \(New Zealand Family and Fostercare Federation\)](#)
- [Chinese Lifeline](#)
- [Chinese New Settlers Services Trust](#)
- [Citizens Advice Bureau](#)
- [Counselling Services Centre \(24/7 Crisis Response Service\)](#)
- [Depression and Anxiety 24/7 Helpline](#)
- [Eating Disorders Association of New Zealand](#)
- [Ezispak \(Telephone Interpreting Services\)](#)
- [Family Planning New Zealand](#)
- [Gambling Helpline New Zealand](#)
- [Help \(Support for Sexual Abuse Survivors\)](#)
- [iStudent Complaints \(International Students\)](#)
- [Lifeline Aotearoa \(24 Hour Counselling\)](#)
- [Lifeline Aotearoa \(24 Hour Suicide Crisis Helpline\)](#)
- [Mental Health Foundation of New Zealand](#)
- [Narcotics Anonymous Aotearoa](#)
- [Odyssey \(Drug Rehabilitation Centre\)](#)
- [OutLine \(LGBTIQ+ Support Service\)](#)
- [Pregnancy Counselling Services](#)
- [Quitline \(Quit Smoking\)](#)
- [Relationship Services](#)
- [Shine \(Domestic Abuse Helpline\)](#)
- [Well Women and Family](#)

- [Tenancy Services – Rent, Bond and Bills](#)
- [Tenancy Services – Your Rights and Responsibilities](#)
- [Tertiary Education Commission](#)
- [Unite against COVID-19](#)
- [Waka Kotahi \(New Zealand Transport Agency\)](#)
- [Waka Kotahi \(New Zealand Transport Agency\) – Driver Licenses](#)
- [Waka Kotahi \(New Zealand Transport Agency\) – Vehicle Licensing](#)
- [Work and Income](#)
- [Work and Income – Emergency Housing](#)

### 21.2 Auckland Council

- [Auckland Transport \(AT\)](#)
- [Auckland Unlimited – Study, Work and Live](#)
- [i-SITE Visitor Information Centres](#)

- [Youthline](#)