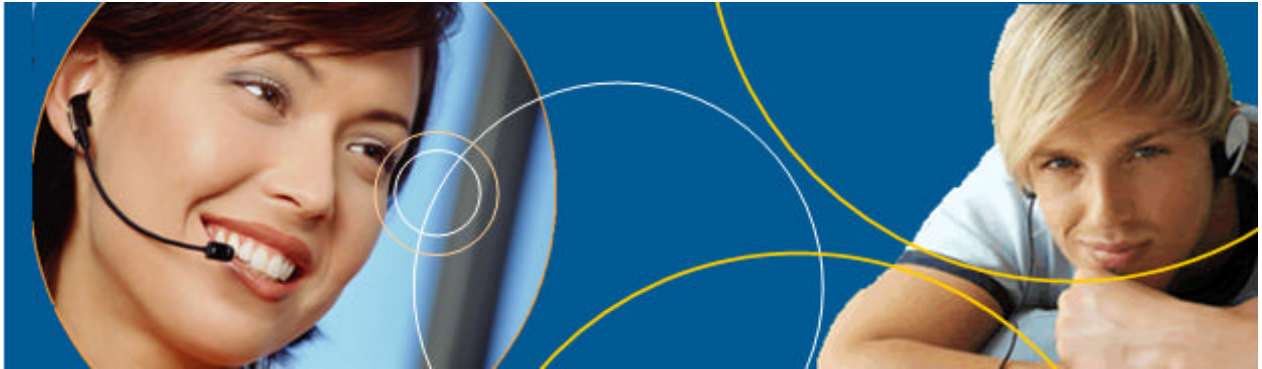


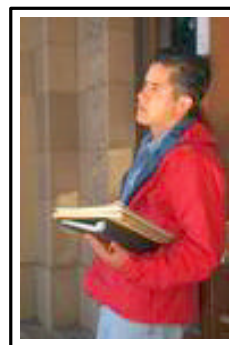


academy

Business Training Solutions



Local Student Handbook



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Eden Terrace
Auckland

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PREAMBLE

It is our sincere desire that this brochure will be helpful to you. Its value is realised only if it illuminates and informs its readers. It has been designed to be used as a tool - a tool that will bring you closer to making a decision that will change your future. This brochure was produced to provide a relevant, comprehensive and informative overview of our college and the many services that we offer.

We would like to be your training partner. Our training method uniquely recognises you as a partner in the learning process. You set your own learning schedule and you work at your own pace. Our tuition is unique and allows a one-to-one relationship with the training Facilitator who is there to provide guidance.

Examine the advantages the Academy has to offer you. We invite you to study the information in this brochure - to contact the Academy and allow us to help you make a no-obligation, informed choice. We are confident that you will find a unique personal benefit in choosing Academy . The Academy Team is focused on your success. When it comes to your future success you can afford nothing less.

In a competitive job market, you need training that makes you stand out as a skilled, conscientious employee. We offer a range of quality programs guaranteed to make you a more valuable asset - to your current employer - to the employer who gets you next - or to you if you're self-employed.

Some of the features that differentiate Academy from its competitors:

SIMPLY A BETTER WAY TO LEARN!

Yes - We are different because our Integrated Learning™ System gives you a Competitive Advantage!

You Learn the Better Way

With Academy, you learn by doing, not simply by listening. Research shows that “doing” is the best way to retain what we’re studying. By hearing something we remember 30% - by seeing it we remember 40% - but by doing it we remember 70%.

Student-focussed training

We’ve shifted the focus from teaching and put it where it belongs - on learning. Recognising that every person is an individual, the Integrated Learning™ System was developed to be effective and flexible to fit particular needs.

Competency-based learning

The secret to our students’ success comes from training with our Integrated Learning™ System. Available only at the Academy, the Integrated Learning™ System has helped graduates successfully complete millions of training courses internationally. In today’s job market, the competitive advantage is what lands you that job.

You don’t need computer or special skills

Whatever skills you have when you enrol, we can start you at the level that is right for you and provide you with the tools that you need.

Start immediately

You can start right away and begin learning immediately. Academy courses start every day of the week, 48 weeks of the year - and there are no semesters, time slots or “waiting for a course to start”.

Set your own schedule

With Academy you can create a schedule that compliments your other time commitments. We are open weekdays, two evenings and Saturday mornings to let you accommodate your job, family and other commitments.

Learn at your own pace

Our exclusive Integrated Learning™ System allows you to learn at your own pace within your own flexible, committed time-lines. There is no need to keep pace with other students.

THAT’S A BETTER WAY TO LEARN!

GENERAL INFORMATION

Academy is a small specialised college situated on the city fringe at 317 New North Road, Eden Terrace, Auckland. Academy offers Flex-Time Self-Paced, high-quality essential programs providing Office and Business Training Solutions needed to succeed in the market place today.

Academy of Learning Inc was established in 1985 and has 220 International franchised colleges spread across Canada, USA, Singapore, Malaysia, Philippines, South Africa, West Indies, Dominican Republic, Saudi Arabia, Barbados, West Indies, Australia and New Zealand. Our New Zealand college is now in its 15th year. It is estimated that to date more than-one-and-a-half million graduates have passed through all the world-wide Academy portals. This achievement convincingly proves that the Academy has the track record to provide you with the start of an exciting and secure career.

Our New Zealand college being small, with a high-quality focus, means we have the resources to dedicate personal, individual attention to each of our students - small enough for the student to feel part of a caring, supportive learning environment. Yet Academy is also big enough to offer a broad range of courses with well qualified staff to make the learning both stimulating and challenging.

With qualifications from the Academy, students succeed with confidence, knowing they are truly competent in the areas they have mastered - and leave aware that they will satisfy their future employment requirements.

Not only do we offer you the flexibility to design your own study program, but you can choose the course combinations that best suit your specific needs. Your present level of skills will also influence the choice of subjects that you may wish to study.

DELIVERY:

Skilled Supervised Tuition And Revision.

Our unique Integrated Learning™ System is a practical and competency-based Flex-Time, Self-Paced training method. Each step builds upon the previous steps already mastered. Whether you are a beginner or have some experience, you will start your training at a level that ensures you develop your expertise and boost your confidence. You progress at a pace that works for you.

When you require help a qualified facilitator is always on hand to give you one-on-one attention. If you have missed some information simply stop, revise and listen again. students progress one step at a time until they can complete each exercise unaided.

YOUR QUALIFICATIONS:

At the end of each course you will sit a Pre-Exam which will indicate how much you have learnt. Once students have passed the Pre-Exam, they will sit a Final Exam. The pass mark for Final Exams is 75% and 80% for Bookkeeping and Accounting. Successful students will receive an International Academy Certificate which is recognized worldwide.

COURSE COSTS:

Our courses are individually priced and include your comprehensive set of study notes, your stationery, student card and assessment fees. The price may vary depending on your present skills level and which subjects you choose. All prices quoted include GST.

We have the experience and expertise to ensure that you succeed!

Your future is as important to us as it is to you!

At the Academy we believe:-

YOU ARE WORTH MORE!

LOCATION, STAFF, EQUIPMENT AND FACILITIES:

The Academy Campus is located at 317 New North Road, Eden Terrace. On the city fringe, about 3.5 kilometres from the Auckland Central Business District.

Public transport:

Busses stop outside the campus in New North Road and a train station is nearby. Car parking is available in the surrounding streets at no charge.

The campus has 3 tutors, 10 computer stations and 6 work/study desks.

Internet connectivity, email, web browsing facilities and on-line training/tuition is available. A state-of-the art colour laser printer-copier with faxing functions is also available for student use.

The campus shares a student lounge and common room with two other colleges in the building and has recreational areas for table tennis, snooker and billiards.

A refrigerator, hot drink dispenser, refreshment-snack-bar dispenser and 3 microwave ovens for the preparation of hot food is provided. A hot water wash-up kitchenette is also available.

There are tables and seating for 60 students as well as a variety of settees and lounge chairs where you can relax and enjoy lunch with other student members.

Shopping areas that have all the essential facilities e.g. banking, shopping and medical services are a fifteen minute walk away. There are a variety of low cost restaurants available.

There are internet and word processing facilities for student use. We also provide free counselling when requested to help you with any personal needs or difficulties you may experience.

MORE ON BEING SMALL

Education has evolved into a growing industry and in the excitement of this growth, especially in the larger training institutes, students have often become little more than fee-paying numbers.

Academy takes an entirely different approach to addressing the challenges of the current education environment and a significant part of our "Centre of Excellence" philosophy is remaining small enough to deliver high quality education on an individual basis.

Being small has some distinct advantages when combined with Academy's Self-Paced Flex-Time training methods. Providing training that is somewhere between a self-motivated learning model and conventional structured classrooms driven by lectures, lends itself to the personal touch. The Integrated Learning™ System of Self-Paced, Flex-Time learning style combines workbooks, computer and audio/media instruction.

We do not have semesters in the traditional sense which means study times are continuous throughout the year and holiday breaks are taken individually to fit your study plan.

PERSONAL SERVICE, SUPPORT AND TEACHING SYSTEM.

The level of personal service that is provided by Academy in the delivery and management of the learning process as well as the level of personal, academic, and career coaching that is available

means that students at Academy receive a far more comprehensive range of services on a very individual level.

The ability to tailor a program to suit specific needs and demands on a student's time, means that someone who could not fit into a conventional classroom-structured program is not excluded from the education opportunity.

"Centre of Excellence" also means high standards and the level of accomplishment from our programs is second-to-none. Given the added advantage of being able to learn at one's own pace and accommodate individual learning styles means that anyone who is committed and motivated can achieve exceptionally high standards through an Academy program.

Our Training Methods are designed to meet specific learning attributes as well as providing high quality training to meet specific Learner objectives. Our self-paced programs to enable students to determine the day, the times and the rate of learning. This flexibility is achieved by providing comprehensive written material supported by step-by-step audio instruction.

In addition to this flexibility, students are supported by one-on-one tuition when they require it. This means that each student gets precisely the help they want; when they need it. This assistance is provided through a number of methods to suite each student's particular needs. The help can take the form of discussion, demonstration, practical application and/or provision of additional supported learning material. Unlike structured classroom environments, the student can take lessons at a pace comfortable for the individual and he/she has the opportunity to repeat lessons as often as needed. Our groups are kept small and personal hence students are not part of large groups competing for tutor assistance.

Our quality control systems enable us to monitor a student's progress and identify areas where the student may need assistance. This enables us to direct student's learning and provide a level of individual help that is not achieved in conventional classroom training environments.

Academy believes that education is for everyone and that learning is a lifelong experience. There are no age barriers to learning and Academy supports learners of all ages, cultures and aspirations. This is all made possible by our flexibility, identification and accommodation of learning styles and a high degree of individual support.

The future is a bright one and Academy continues to be relevant in the fast changing communications, information, technology, and business and office environments.

In 2009 Academy will be launching its scholarship program and continuing to build valuable academic and vocational links to ensure excellence is maintained and that students achieve their objectives because of their training at Academy, be it career or further academic achievement.

You can obtain further information by visiting our web site at www.academynz.com. We strongly recommend that you review our web site and contact us with any questions you might have prior to making an Application for a Place of Study.

INTERNATIONAL LINKS

Academy is part of a world wide organisation, Academy of Learning Inc having its headquarters in Canada. Academy Business Training NZ Ltd is a licensee of Academy of Learning (Aus) Ltd.

Course material originates from the Canadian course development team. In Australia and New Zealand these are edited to suit Australian and New Zealand requirements and conditions respectively.

The Academy certificate is recognised in many of the countries listed on page three of this brochure.

FEE INFORMATION (See separate price list for individual course costs)

Course Fees Include

- Access to all college facilities and equipment during college hours.
- Your stationary and student workbooks
- Processing and reporting of assessment results and personal information.
- Certificates.

Items Not Included

- External examination fees, NZQA log-on and NZQA Unit Standard Certificates.

Fees Policy

- All fees must be paid in advance and no less than 7 days prior to course commencement date.
- Your place is not guaranteed and you will not be enrolled until all fees have been paid.
- Payments must be made by cash, cheque, telegraphic transfer or bank draft. Payments will be deposited to and held in trust by the Public Trust in accordance with NZQA requirements.
- On receipt of payment the funds are deposited into the Public Trust Account.

Entry Requirements.

- At your application interview there will be an assessment process that involves formative evaluations where the student will be asked to perform written and/or practical assessments. These assessments will be evaluated against model answers. The result of the assessment will be discussed with the student and the student will be offered the opportunity to question results and/or contest the outcome.
- You must be able to show evidence that you have English General IELTS 4.5 or equivalent.
- For entry to advanced courses you need to demonstrate competency in the immediate lower level of the course or have Academy validate your RPL (recognition of prior learning) in relation to the course/s you choose.

FEE PROTECTION

1. In accordance with NZQA requirements, the Academy Business Training NZ Ltd has established a student Loan and Fees Protection Trust Fund held by the Public Trust, PO Box 31543, Lower Hutt. What this means is that the fees you pay are protected from any wrongdoing or insolvency of the Academy.
2. When you pay your fees they are deposited into the Public Trust Account and drawn down fortnightly on a pro rata basis. As an example, if your course is for 12 months then at the completion of each month 1/12th of your fees will be drawn down.
3. The first instalment that is drawn down is \$500 or 10% of the fees (whichever is the lesser). After the first 8 days a further 15% of the remaining fees are drawn down. What's left of your fees is split up over the remaining months and drawn down in equal portions.
4. All Applications for a Place of Study must declare the person, persons or organisation to be debited with the payment of fees and the applicants must supply verifiable contact data and authorise Academy to contact that person, persons or organisation.
5. If a student withdraws from a course or cancels a course before or within the first eight days, all of the fees less \$500 or 10% of the total fees (whichever is the lesser) will be refunded
6. The Fee Protection scheme does not imply that students are entitled to a refund of fees if they do not attend or withdraw from the course outside of the first eight days of the course.
7. During the first week books and course related material will be released up to the value of \$500 or 10% of the course fees, whichever is the lesser.
8. In the extreme and unlikely event that the Academy was unable to meet part or all of its training obligations, the balance of the course fees not yet entitled to be drawn down will be refunded to the person, organisation or entity debited with paying the fees, and not the student, unless the student has paid fees out of his/her own pocket.
9. Students are entitled to a copy of the draw-down schedule for their fees upon request.
10. Priority instructions for the refund of the balance of your fees remaining, in the event of Academy being placed in receivership, have been drawn up as a Special Resolution of the Shareholders of the Academy whereby your claims are to be paid before the directors can claim any salary.

APPLICATION REQUIREMENTS AND PROCEDURES

1. Before applicants can make any application for an Academic Place of Study at Academy they must obtain the Student Information Pack and have fully read and understood the information enclosed in it. This student Information Pack provides details about our:
 - 1.1. Academic Programme Prerequisites (Refer to our Course Brochure)
 - 1.2. Academic Programme Content & Structure (Refer to our Course Brochure)
 - 1.3. Course Costs
 - 1.4. Policies and Procedures
 - 1.5. General Information
 - 1.6. Application Form
2. Before an applicant lodges an application with Academy it is important that the Applicant:
 - 2.1. Has reviewed other academic institutions, facilities and options offering similar courses.
 - 2.2. Has checked policies, terms and conditions on the Academy web site at <http://www.academynz.com/Pricelist&Info.htm>
 - 2.3. Understands the Academy Adult Education Methodology viz. The Integrated Learning™ System
 - 2.4. Is totally informed about Academy Products and Services
 - 2.5. Is totally informed about Academy Fees
 - 2.6. Can study in New Zealand
 - 2.7. Can be on time for course start dates
 - 2.8. Can study for the duration of the programme
 - 2.9. Has support mechanisms for accommodation.
 - 2.10. Is able to meet English language level to IELTS 4.5 in the General Category and other academic requirements of the course
3. It is vital that applicants are totally satisfied that Academy is the best academic option for them and that the programme they have identified satisfies their academic needs.
4. The processing of an application may take several days and it is important that Applicants take care and ensure that they provide all information required and that information is accurate. Missed information or inaccurate details may result in an application not being processed or declined.

5. Academy may require additional information and/or require the completion of academic level evaluations. This will require you to make an appointment to meet with us at the College. This appointment will take approximately two hours.
6. Once Academy is satisfied that the Applicant is committed to the course, capable of success and fully entitled and supported to do the course, the application will be approved.
7. Once an application has been approved, a Certificate of Acceptance and Enrolment will be sent to the Applicant. Only when necessary, other relevant documentation for Immigration Services may be sent to you as well. These documents need to be completed and signed and delivered or posted to Academy. On receipt of these documents and payment of course fees, an Academic Place of Study will be reserved for you.
8. Important information you will need to provide with this application are copies of original documentation. These copies must have been validated by a person such as a Justice of the Peace, Notary Public, police officer or lawyer. If you bring original documents into Academy we will photocopy them and validate them for you, free of charge. Do not post original documents to us. We accept no liability whatsoever where original documents are sent to us on any basis whatsoever.

Copies of documents required are:

- 8.1. Passport with valid visa/permits or birth certificate or other proof of residence status
- 8.2. Copies of academic reports, certificates or qualifications

FEES CHARTER

Academy publishes this Fee Charter as a statement of prices, Policies and Procedures relating to the establishment, publication and content of fees. This Fee Charter should be read in conjunction with all other related policy and procedure documentation.

Establishment of Fees

Fees are based on the level of investment into the quality of material put into the programme and the commercial viability and market competitiveness of this investment in relationship to the foreseeable commercial environment.

Fees are set once annually and are not altered or adjusted with the exception of when factors that influence fees, charges or costs that are beyond our control to influence or absorb, occur.

Publication of Fees

Fees are published in promotional material and pricelists as being correct at the time of publication. However, Academy always reserves the right to alter prices and does not accept liability for out-of-date publications remaining in circulation. All publications are dated at the date of issue and contain a validity disclaimer.

Fees are published in New Zealand Dollars and are not dependent upon foreign exchange fluctuations and are subject to change without notice. Students should always confirm fee structures before accepting an Academic Place of Study.

All our fees are quoted inclusive of Goods and Services Tax (GST).

Certificates:

One-on-one skilled and friendly staff assistance is available to support the student's Self-Directed use of Comprehensive Workbooks. All fees for certificates are published as the cost for the entire certificate with details of course length and costs where and if applicable.

Single Unit Standard Papers:

Fees published for individual unit standard papers are all delivered under our Integrated Learning System™. These prices include one-on-one staff assistance to support the student's Self-Directed Comprehensive Workbooks.

Additional fees for Unit Standard certification are:

\$25 Log-on to National Student Index

\$1 per credit for registering on the NZQA website and

\$15 for issuing the NZQA Certificate.

RELEVANT POLICIES AND PROCEDURES

The Academy is governed by a number of formal policies, many of which directly affect students. These policies are available to view on our web site and is also made available at the college. We strongly recommend that students review these before lodging an application. Acknowledgement of understanding of the Policies and Procedures relevant to students is a critical part of the declaration in the Application for a Place of Academic Study. If you are unable to locate or access our web site: <http://www.academynz.com/Pricelist&Info.htm> - you will be provided with a copy of all relevant Policies and Procedures at your application interview. If you are a NZ National or Permanent Resident, and are making an application from overseas and you are unable to locate or access our web site, and you require further information regarding our policies, you can contact us directly with your questions.

WITHDRAWAL AND REFUND POLICY

When an applicant accepts the Offer of an Academic Place of Study they are deemed to be fully aware of the Terms and Conditions of Enrolment, college Policies and Procedures affecting students and the policy effecting refunds. The policy of the Academy with respect to refunds is based on this premise of offer and acceptance and once the application has been approved the Academy is committed to providing the training enrolled for.

1. In order to withdraw from a course of study you must complete a Course Withdrawal form which includes an exit interview with the Principal. - accompanied by the original receipts.
2. After the commencement of the course:

Please note that no refund of your fees will be made if your notice of withdrawal or your notice to transfer to another College is received after 8 days of your course commencement date.

3. Before commencement of the course and for courses longer than three calendar months:

Refunds are only made within the first eight days of the course and in accordance with the Fee Protection Policy and the student Contract of Enrolment, i.e. a full refund less \$500 or 10% of the course fees – whichever is the lesser.

4. Refunds under any other conditions and/or circumstances outside of the above provisions are entirely at the discretion of the Directors of Academy and there is no obligation upon the Directors, implied or implicit, in any of our Policies and Procedures that provide for a guaranteed refund on any other discretionary or extenuating basis.
5. No application for refund will be considered where a written application is not made
6. Any discretionary refunds agreed to by the Directors, is limited to a maximum of twenty percent of the pro-rata value of the course/s remaining.
7. Any refund of course fees under any condition shall be made to the person, persons or organisation originally having paid the fees.

CONDITIONS OF ENROLMENT AND ACCEPTANCE

An application from a student is only accepted where the Academy is satisfied that the student:

- Has a genuine desire to undertake and complete the course
- Has the legal right to be in New Zealand to undertake the course
- Has the academic and English language skills - or has IELTS Level 5.5 in the General Category - to undertake the course
- Has satisfied all application documentation
- Has paid all course fees.
- For enrolment into a Career Course, has paid all course fees including a Pre-Assessment and/or a cancellation non-refundable fee of \$250
- Has returned all the required, signed and completed documentation and has been received by Academy
- If you do not meet the requirements for entry you will be given the reason, e.g. insufficient places or unable to demonstrate proficiency to the standard for entry onto the course required. If this is the case we will endeavour to give you names of alternative College's/providers offering courses to which you could apply

ATTENDANCE RULES

- You must attend Academy training every day in accordance with your agreed to study plan and arrive on time.
- If you cannot attend the College because of illness or another reason you must contact the College reception as soon as possible to let us know.
- If you are away sick for more than two days you may be asked for a medical certificate
- You must attend class for a minimum of 80% of the tuition time or you may not be allowed to be eligible to sit an assessment.
- You will be given a warning letter if your attendance drops below 80%. In this case you will have two weeks to bring your attendance back up to 80% or higher, if you fail to do this your enrolment will be cancelled, you will be withdrawn from the course and where applicable, Study Link notified, which will result in your allowances being stopped.
- If you need to take leave from your studies you must apply in writing to the tutor giving your reason for leave.
- If you do not attend the College regularly or are absent without good reason you may face disciplinary action and not be allowed to continue your studies.

DRUGS ALCOHOL AND OFFENSIVE WEAPONS POLICY

1. Our vision is centred on education and contributing to the improvement of the human condition and society through education. Drugs and alcohol and the carrying or using of offensive weapons in the context of our environment are contrary to this vision.
2. Smoking is not permitted in any part of the building. Smoking is banned in all workplaces and public buildings in New Zealand. In New Zealand society, smoking is recognised as a health hazard and may be offensive to many people. From a grooming and deportment perspective, smoking detracts from overall personal dynamics. You will often be working closely with other people and need to be aware of and considerate to their comfort.
3. Drugs and alcohol are any substance prohibited or restricted under law other than substance consumed for validated medical reasons.
4. Offensive weapons are any weapon or implement that might be used as a weapon that is not legal for a person to carry or prohibited by law and/or is carried or presented or used in such a manner as to threaten or intimidate others or to cause harm, injury or death.
5. Possession, suffering from the effects of and/or sale or consumption of drugs or alcohol or carrying or using any offensive weapon within any part of the building or in particular within the confines of the Academy tenanted space will be considered a serious breach of conduct and may, at the discretion of the Directors, result in expulsion or suspension from the College and/or the reporting to any authority of jurisdiction.
6. The Directors must be informed of any medical conditions requiring any form of medication whilst attending the Academy.

COURSE DATES AND EXTENSIONS

1. Course finish dates are calculated so as to provide sufficient time for students to complete the course material, revise, sit unit standards and have the opportunity to re-sit failed unit standard assessments.
2. Our policy is to provide students with every reasonable opportunity to complete the course.
3. Where students do not or cannot complete a course within the specified dates they may apply to the Directors for a thirty-day extension to their course on an "Application for Course Extension" form. This is conditional to Clause six (6).
4. Applications for any extension must be made not less than 14 days prior to the end date of the course.
5. An initial extension may be granted, without charge for use of study resources, at the sole discretion of the Directors.
6. Any extension offered by Academy will be conditional to acceptance and agreement by all Ministry of Education, Work and Income New Zealand, New Zealand Immigration Service or any other Governing Body's Policies and Procedures that may apply.
7. With the exception of extenuating circumstances or where the Directors decline an application, additional study will be charged at the rate of \$200 per paper, \$50 per re-sit unit standard undertaken during that extension period.
8. Where students' course dates have expired and they want to complete their study in their own time and only attend the college to sit unit standards, then there is a \$50 charge per paper.
9. Students requesting extensions must produce evidence of extended study visa provisions where applicable.
10. Payment must accompany each application for extension. The fees will be fully refunded if the student withdraws the application prior to the commencement of the extension or where the Directors determine an extension should be granted free of charge or where an extension is refused.

RECOGNITION OF PRIOR LEARNING (RPL)

1. Recognition of Prior Learning will be in accordance with any guidelines set down by any governing body from time to time.
2. In general our policy is to afford students the opportunity to have prior learning recognised and to afford students the opportunity to demonstrate competence.
3. Our policy is to prevent a student undertaking a course of study where the student is not going to build on capability or broaden the scope of competency.

4. A student may submit previous study or experience as a basis for RPL. The Academy will conduct a thorough investigation to validate evidence, establish current competency and recognise prior learning. Where necessary, Academy may call for English translations of evidence of prior learning.
5. Where there are costs associated with RPL the Academy will undertake to evaluate these as accurately as possible and inform the student of these costs before undertaking any activity toward RPL. The student will be liable for all costs associated with RPL and will be required to make such payments in advance.

RE-SIT OF UNIT STANDARDS POLICY

1. Students will have an opportunity to provide further evidence that they are competent in a subject. This will require a maximum of a further two (2) re-sit attempts of Unit Standard papers.
2. A student may apply to the Directors to re-sit a paper provided they are within course completion dates or within any extended period granted under “Course Dates, Extensions Policy”.
3. A \$50.00 charge is made for all re-sit papers to recover the additional resource time and cost utilised in the re-sit process.
4. A student must apply to Academy to re-sit a paper on the “Application for Re-Sit” form.
5. A re-sit paper will be granted at the discretion of Academy and on the basis that the student:
 - 5.1. Commits to “in class” study equivalent to 10% of the listed study time, prior to the re-sit
 - 5.2. Commits to “home” study equivalent to 10% of the listed study time, prior to the re-sit
6. Where a student is outside of course completion dates, “Course Dates, Extensions & Charges Policy” will apply.
7. Where applicable, students requesting re-sit papers must produce evidence of extended study visa provisions if the re-sit sitting extends past their course completion dates.
8. Re-sit papers will be marked on the same basis as for all other unit standard assessments conducted by Academy.

APPEAL OF UNIT STANDARDS RESULTS POLICY

Where, after a student’s unit standard has been marked and the student is not satisfied with the result after reviewing the unit standard and the marks awarded, the student may appeal the mark and request either a re-count or a full re-mark.

Appeals must be lodged within ten (10) working days of the date of the unit standard assessment.

A re-count will simply involve re-summing the assessment. There is no charge for this service.

Re-counts will be conducted within 5 working days of the date of the application.

Where a student wants a full re-mark, there is a non-refundable fee of \$50 paid in advance. The unit standard paper will then be re-marked and checked by persons other than those persons responsible for the original marking and checking process.

Full re-marks will be conducted within 5 working days of the date that the student lodges their appeal.

Results of the re-mark appeal are final and no further grounds for appeal will be considered

MISCONDUCT POLICY

1. Misconduct is any behaviour, action or intention that is: -
 - 1.1. Disruptive to other students and/or staff to the extent that their behaviour has a detrimental effect on the capability of those being effected to carry out their normal duties.
 - 1.2. Representative of a possible hazard to other students and Academy staff, property or anyone whom may visit the college from time to time
 - 1.3. In breach of Academy policy and persists after three written advice notices about the breach and the subsequent consequences and within one month following the date of the last written warning.
 - 1.4. In breach of any act or law
 - 1.5. Deemed by the Directors to bring the college into disrepute.
2. Where any behaviour, action or intention is deemed to represent minor misconduct the Directors will issue to the person responsible, a written notice about the incident. A repeat of the same behaviour within 7 days of the first notice will result in another written notice.
3. Each notice will detail the behaviour, action or intention and reiterate pending disciplinary outcomes.
4. No written notice shall be valid for more than 7 days.
5. Any behaviour, action or intention deemed by Academy to represent serious misbehaviour may result in immediate action being taken without any written notice being required.
6. The Directors may at their discretion,
 - 6.1. Report the matter to any such authority as deemed appropriate where the behaviour, action or intention is deemed to be in direct contravention of any law and expel the student from the college immediately pending a full investigation by the appropriate authorities.
 - 6.2. Expel the student from the college pending a full internal enquiry
 - 6.3. Suspend the student from the college for a period of time determined by the Directors and at their discretion
 - 6.4. Request a full explanation for the behaviour, action or intention and defer any disciplinary action to some future date.
7. In all cases the Directors are the only members of the organisation who have the authority to take any disciplinary action or issue any notice to a student.
8. All other policies will remain in effect following the issue of any warning notice and/or suspension.

Definitions

Suspension is where the student is asked not to attend the college for a specified period pending a full internal and/or external enquiry and/or a written undertaking from the student that the behaviour, action or intention will not re-occur for the duration of the course/qualification on which they are enrolled.

Expulsion is where, in the case of a serious breach of conduct, the Directors deem that the severity of the breach is such that the student must be expelled from the college and not to be reinstated under any circumstance in the interests of the college, staff welfare and/or student welfare.

COMPLAINTS PROCEDURE

Should you have any complaints or concerns during the course of your study with Academy it is important that you follow the correct procedure in bringing the complaint to our attention and having the matter heard and dealt with to a satisfactory and proper end for all concerned. If you are not satisfied with the internal process at any stage or you feel the complaints process has not served your welfare then you should contact the New Zealand Qualifications Authority.

1. Our Definition Of Complaints

1.1. Any single, repetitious or group of events, actions or circumstances that you feel:

1.1.1. Puts you at a disadvantage with respect to other students

1.1.2. Diminishes, disadvantages or restricts your opportunity to study

1.1.3. Puts you and/or other students at risk of mental and/or physical distress and/or injury

1.2. Any policies, practices or procedures of the college that you feel:

1.2.1. Are not fair and equitable

1.2.2. Are applied unfairly or without just cause

1.3. Any action taken and/or policy decision enforced that you wish to:

1.3.1. Contest or challenge

1.3.2. Have reviewed by an independent third party

Summary Issues

1.4. The first step in any complaint is to meet with your immediate contact representing the Academy. This may be your Facilitator or College Principal.

1.5. If you are not satisfied with the outcome from discussing your complaint with your Facilitator or college Principal you may request the matter be taken up by the Directors of Academy. You also have the right to contact the New Zealand Qualifications Authority

- 1.6. If you are not satisfied after exhausting all internal avenues for resolution you may request that an independent mediator take up the matter.
- 1.7. If you are not satisfied with the outcome after an independent mediator has dealt with the matter you may refer the matter to any external avenue for dealing with such issues.
- 1.8. No part of this policy or the procedures, by intent or omission, is designed to negate or be in contravention of any legislation.
- 1.9. At no time is this policy intended to be the only process for hearing serious matters or matters that are better dealt with by external proceedings. The onus is on all parties to refer any such matters of a serious nature that transgress any legislation.
- 1.10. At all stages of the internal complaint process you are entitled to have support and/or representation on your behalf. Any cost associated with such support and/or representation will be the sole liability of the person retaining such support and/or Advisors and no claim whatsoever will be entertained against the Academy, its franchisees and or licensees, or any other subsidiary of any nature or kind, or any other of its staff or agents for the cost of such support and/or Advisors.

The process for handling complaints.:

1.11. Bringing A Matter To Our Attention

- 1.11.1. You are entitled to raise the complaint with any member of staff employed by the Academy or to have your designated nominee raise the matter for you or on your behalf.
- 1.11.2. We encourage you to support your complaint in writing, however in any event the Academy will acknowledge your complaint if it is not in writing but reserves the right to record, in writing, details of your complaint and have you sign it for factual accuracy. The written summary will include the Academy's understanding of facts as presented to them to ensure that a clear understanding is shared by all parties as to what the facts of the complaint are.

1.12. When lodging a complaint you should advise us of

- 1.12.1. Specific and accurate details relating to your complaint
- 1.12.2. What you would like to see done about the matter to your satisfaction
- 1.12.3. Any third party support you would like to represent you or accompany you

1.13. Having The Matter Heard

- 1.13.1. For matters you determine to be of a minor nature, you may wish to have the Academy respond to your complaint at the time of bringing the complaint to notice. In all minor complaint cases the Academy is desirous of a prompt and effective response to mutual satisfaction.

1.13.2. In all matters it is important that you make it clear to the Academy what it is that you want to be done to resolve the matter.

1.13.3. For matters you consider to be of a more grievous or serious nature it may be necessary to allow more time to assess all the facts. In any case the Academy will give immediate consideration to your complaint and make acknowledgment and/or take action as appropriate. In the case of more serious and/or complex matters you will be notified as soon as practicable about:

1.13.3.1. What the Academy proposes to do about your complaint

1.13.3.2. What if any external agencies the complaint has been referred to

1.13.3.3. When any meeting or mediation is proposed

1.13.3.4. Who will be dealing with your complaint for the Academy

1.13.3.5. What, if any, further details are required of you

The following is an extract from the NZ Qualifications Authority's web site.

(You can find this page at <http://www.nzqa.govt.nz/for-learners/complaints.html>)

“The New Zealand Qualifications Authority (NZQA) has a process for complaints about providers. People who have a complaint about a NZQA registered provider are advised in the first instance, to raise the matter with the provider's management. If the matter is not resolved satisfactorily, they may approach the Authority.

Complaints about providers are handled by Approvals, Accreditation and Audit (AAA). A Complaints Kit for formal complaints about providers can be downloaded from the document below or requested in hard copy from AAA.

The Complaints Kit explains when and how to lodge a formal complaint with AAA. For further information about complaints contact:

The Complaints Officer

Approvals, Accreditation and Audit (AAA)

New Zealand Qualifications Authority

PO Box 160

Wellington

Alternatively: Email instructions can be found on the NZQA website at:

<http://www.nzqa.govt.nz/for-learners/complaints.html>

Or phone 0800 697 296

PRIVACY POLICY

1. Our policy on privacy is first and foremost compliant with the Privacy Act and its Amendments that may be in force from time-to-time.
2. This policy includes disclosure, discussion and/or distribution of information in any form and via any media.
3. Information relating to business and or student/s at the Academy must be kept private and confidential and not disclosed, discussed and/or distributed to anyone other than the person/s, entity, governing body or organisation with legal right to have the information and where the Academy has to discharge its obligations by providing such information.
4. Where a student has enrolled or an employee has accepted employment with the Academy the enrolment or employment has given the Academy, its authorised personnel and/or agents the authority to disclose such information as required under law or obligation to the person/s, entity, governing body or organisation with legal right to such information and to disclose information as requested by a third party requiring verification of:
 - 4.1. Course of study
 - 4.2. Unit standard results
 - 4.3. Employee or student attendance
 - 4.4. Employment dates
 - 4.5. Authorities and responsibilities of employment
 - 4.6. Performance during employment
5. Information additional to that of point 4 may only be disclosed, distributed or discussed where written authority has been obtained from the student by either the requestor or Academy to provide such information.
6. Where a student or employee does not want information divulged relating to paragraph (4), the obligation is on the student or employee to provide to the Directors, written notice prohibiting the discussion, distribution or disclosure of such information.
7. Where a student or employee provided written notice in accordance with paragraph (6) and a later authority has been received from a third party indicating authority has since been given by the student or employee, the later authority will be taken as to supersede or override the earlier written notice with respect to paragraph (6) but shall be restricted to the specific instant and is not to be taken as a waiver of the original notice of non-disclosure.
8. A student or employee may not restrict the disclosure of any information required of the Academy under law or as part of a contractual, regulatory or registration obligation.

STUDENT RESPONSIBILITIES.

1. Academy employs Policies and Procedures that foster and encourage student responsibility. When students enrol at Academy they have represented certain facts to be offered a Place of Study at the college and obtain funding to secure that place and pay for the period of training.
2. The representations made by the student determine some key responsibilities that the student has undertaken and thus must discharge.
3. Academy has the responsibility at all times to ensure that its approved Quality Systems provide value for money to the student and that timely and accurate records are maintained and reported with respect to the student's discharge of responsibilities.
4. Student Responsibilities are therefore reflected as follows:
 - a. As an organisation we will strive to always make our decisions (with respect to students) based on the best information available as represented by the student and by any third party testimonial or verification. Students are therefore responsible to ensure that they support their Application and Study Programme with accurate and verifiable evidence.
 - b. No one can be required to accept responsibility for that which they do not have the authority over and/or cannot be expected by reason to be able to influence the outcome. Therefore, whilst we will evaluate student Applications carefully, closely monitor enrolled students and provide an encouraging and motivating environment, students remain responsible for their attendance and commitment to the Study Programme.
 - c. The student is responsible for the satisfactory discharge of obligations through which certain rights to training are then afforded.
 - d. No individual or group shall be afforded dispensation from responsibilities that would compromise other individuals or groups or misrepresent individuals or groups to the target industry sector.
 - e. All college enrolment, training activities, Policies and Procedures focus on preparing the student to be able to meet the demands and expectations of the professional office environment. The student, having accepted a Place of Study at Academy, is responsible for acknowledging and meeting industry standards.
 - f. The Academy is responsible for timely and accurate reporting of students' attendance and progress to various government agencies or individuals and it is the students' responsibility to ensure that the Academy is informed in a timely and accurate manner with respect to absence or lateness so as not to compromise the integrity of Academy with respect to those agencies or individuals.

DISCRIMINATION POLICY

1. Academy makes all efforts to adhere to Acts of Legislation governing issues of discrimination as may be in force from time to time.
2. Academy provides training to prepare students for the professional office environment and acknowledges the requirements of that industry sector.
3. Academy does not discriminate based on race, gender, religion or culture and therefore does not offer favour to any group.
4. In all cases the Academy shall endeavour to be accurate and honest in its reflection of industry expectations to students and ensure that students are:
 - a. Equally informed and afforded council by the Academy
 - b. Provided non-discriminatory products and services and advice
 - c. Represented to the industry accurately and fairly

ATTENDANCE POLICY

1. Academy requires that:-
 - a. Full-Time students accepted into any program of study attend a minimum twenty five (25) hours per week at the college or as required by individual student's Study Plan and are able to undertake approximately another ten hours of study at home of not less than the variation allowed for in the Study Plan.
 - b. Part-Time students accepted into any programme of study attend a minimum of fifteen (15) hours per week at the college or as required by Study Plan and are able to undertake approximately another ten hours of study at home or not less than the variation allowed in the Study Plan.
2. Attendance levels are calculated to allow the student sufficient time to successfully complete the course within the course dates.
3. The Study Plan has been designed to allow the Academy to ensure a place for the student and the student is therefore required to attend in accordance with that agreed Study Plan with 80% attendance being obligatory.
4. Students are required to notify the College Manager, Principle or Facilitator on each occasion when they will not be able to attend in accordance with the agreed Study Plan, not less than one hour prior to the scheduled start of the day' s study.
5. Students are required to inform the College of any circumstances that might significantly alter attendance on a prolonged basis.
6. Students are required to disclose all circumstances known at the time of enrolment that might affect attendance so that the Academy can prepare the most suitable Study Plan for the student.

7. The Academy reserves the right at all times to report non-attendance by the student to the person or organisation governing the right and permission for the student to be studying in New Zealand.
8. The Academy is not obliged to make any variation to the Study Plan.
9. Where attendance is sporadic, or not achieving the agreed to Study Plan or where a student does not attend and does not notify the College, the Academy will issue a written notice to the student that the appropriate agency and/or Ministry of Education and/or the Immigration Department has been notified and after the second such notice is issued the College shall reserve the right to expel the student from the College.

ENTRY REQUIREMENTS - PRE-REQUISITES

Recognising that the learning process is about extending and building a student's capability to the extent that the student might increase their capacity, our programs still require certain cognitive, communication and numeric skills. Applicants are tested for these entry-level requirements at application. Generally International students will require a good grasp of English as well as the ability to express ideas and relate instructions with clarity and precision using written English. The IELTS 4.5 Level in the General Category is a requirement for enrolment at Academy. Although computers and calculators are allowed to be used in all unit standards, students are still required to demonstrate a good grasp of fundamental maths applied in the workplace and throughout day-to-day life. Again, these skills will be tested at application.

The assessment process involves formative evaluations where the student will be asked to perform certain assessments within a time frame. These assessments will be evaluated against model answers for correctness and/or accuracy. Other assessments will be informal subjective assessments where information is gathered and/or assessed by the interviewer during the application interview.

The result of the assessment will be discussed with the student and the student will be offered the opportunity to question results and/or contest the outcome.

It is also important that International students are aware of and informed about their environment in NZ.

OTHER SITES AND SERVICES

The New Zealand Qualifications Authority governs New Zealand qualifications and accredited providers. Validation of Academy's scope to offer unit standards can be obtained from NZQA on their website at: www.nzqa.govt.nz

The New Zealand Immigration Service is able to provide a wide variety of information relating to immigrating to New Zealand, immigration Policies and Procedures and New Zealand as a destination. www.immigration.govt.nz

The Ministry of Education governs funding for domestic student education and education policy and is responsible for administering the Code of Practice for the Pastoral Care of International students. www.minedu.govt.nz

STUDENT SUPPORT SERVICES

Accommodation

Students under the age of 18 are required to stay in approved homestay accommodation unless they are living with their parents or a registered caregiver. Students over the age of 18 are also encouraged to stay in homestay accommodation, but there are other options available including flatting, or staying in a hostel, backpackers or even a hotel or motel.

Please contact Eric Furman, a director of Academy, for any queries you may have that have not been covered in this brochure.

Homestay

You will stay with a New Zealand family in their home. This provides an opportunity for students to become part of a New Zealand family and to experience a traditional 'kiwi' lifestyle. You can expect your own bedroom with study facilities and three meals per day, in an environment that will encourage growth in your English language skills. If you stay in a homestay you don't have any extra costs – everything is included in your rent.

Flatting

You will rent a flat or a house either on your own or with other students. You will have to provide and cook all your own food, clean the flat etc. You will have to pay for your own power and heating costs. Some flats may be furnished, but usually you will have to buy your own furniture too.

Hostels

A hostel is a building where many students stay together and share facilities. You may have your own room, or share with a friend, which is cheaper. The rooms are basically furnished and electricity and heating are included in your rent. Shared facilities usually include kitchen, bathroom, TV lounge and laundry.

Backpackers

Backpackers are similar to hostels, but expect to share with non-students.

Hotels and Motels

These don't usually cater for students, so expect to pay high prices.

Counselling, Guidance and Support

Should you have a problem, staff is available for you to receive basic guidance and counselling and advice on bank accounts etc. We are committed to offering basic guidance to students in their learning experience.

A GUIDE TO SELF-HELP

SOMEWHERE TO STAY

The following information is supplied and intended as guide only and may change without notice.

An estimate of living costs in Auckland over 42 weeks

Use this table to calculate your living expenses while you are studying .

The estimated amounts will help you to predict the approximate expenses that you will incur while living in New Zealand however, please note that these costs are estimated only.

Costs for individual students will depend on their own lifestyle.

Please note that the cost of living is in addition to your tuition fees.

Apartment/Residence Name	Types of Accommodation	Princeton Apartments		Halls of Residence
		Homestay	Shared bedroom (Costs below per person)	Single bedroom
Weekly Rent/Fee	\$260	\$165	\$215	\$285
Establishment costs				
Bond (refundable)	\$0	\$860	\$860	\$860
Rent in Advance (2-4 weeks)	\$0	\$660	\$860	\$0
1 week Agent's Fee/ Accommodation Placement Fee	\$200	\$200	\$200	\$200
Bedding Package	\$0	\$80	\$80	\$80
Total Establishment Cost per person	\$200	\$1,800	\$2,000	\$1,140
Weekly Costs (Averages)				
Weekly Rent/Fee per person	\$260	\$165	\$215	\$285
Weekly Food Bill	\$0	\$70	\$70	\$0
Food: Lunch & Drinks (Monday - Friday)	\$30	\$30	\$30	\$30
Gas, Electricity	\$0	\$0	\$0	\$0
Telephone etc, per person (excludes toll calls/internet)		\$8	\$8	\$8
Public Transport - Bus	\$19	\$0	\$0	\$0
Spending Money	\$40	\$40	\$40	\$40
Total Weekly Costs	\$349	\$313	\$363	\$363
Annual costs				
Medical and Travel Insurance	\$456	\$456	\$456	\$456
NZQA Certification Fees	\$100	\$100	\$100	\$100
Total Annual Costs	\$806	\$806	\$806	\$806
Total Cost for One Academic Year (rent/fee x 42 weeks)	\$14,658	\$13,146	\$15,246	\$15,246
Total estimated living costs (the first 42 weeks)**	\$15,214	\$13,702	\$15,802	\$15,802

All costs are in New Zealand dollars

** Includes medical and travel insurance, NZQA fees, accommodation placement fee and weekly living costs

Choice Plaza

10 Wellesley Street

Auckland Central

Phone: 302 0888

Email: info@choiceplaza.co.nz

\$150 - \$200 per week

Double and single part-furnished rooms. Air-conditioned. TV/Recreation/Laundry room. Share kitchen and bathroom

The Railway Campus

26-48 Te Taou Crescent

Auckland Central

Phone: 367 7100

www.auckland.ac.nz/accommodation or Email: railcamp@auckland.ac.nz

From \$185 per week, share 3-bedroom deluxe apartment. All apartments equipped with bathrooms and fully equipped kitchenettes. On-site licensed café, games room, gymnasium, Sky TV and library.

YWCA

10 Carlton Gore Road

Grafton, Auckland City

Phone: 377 8763

Single room: \$135 per week

Share twin: \$100 per week

Kitchen, TV and coin laundry facilities.

YMCA

Cnr Pitt Street and Greys Avenue

Auckland Central

Phone: 303 2068

www.nzymca.com or Email: hostel@nzymca.com

Single room: \$125 per week (reduced to \$118 per week after four weeks)

Linen, laundry, kitchen facilities. TV and recreation rooms. Cafeteria on premises.

Oaklands Lodge

5A Oaklands Road

Mt Eden

Phone: 638 6545

Single room: \$40 per night or \$180 per week

Twin room: \$25 per person, per night. Long-term rates may be negotiated

Kitchen, TV, luges and dining room facilities Bus station outside the lodge, buses depart for twin approximately every ten minutes.

Central Hostel

Ground Floor

47 St Pauls Street

Auckland Central

Phone: 377 6889

Single room: \$145 - \$185 per week

Twin share: \$200 - \$225 per week (for two people)

Kitchen and laundry facilities, common lounge and shared bathroom.

Eden Lodge

79 Owens Road

Mt Eden

Phone: 630 0174

Single room: \$120 per week

Twin share: \$170 per week (for two people)

No utility expenses. Communal kitchen, showers and laundry facilities. Lots of parking. 5 minutes to City, buses leave every 10 minutes. 1 stage from city.

Huia Residence Hostel

Cnr Grafton and Park Roads

Auckland Central

Phone: 377 1345

\$100 deposit (refunded at the end of the stay), \$130 per week for a single room.

Shared kitchen, bathroom, laundry and common rooms. Parking available

Rocklands Accommodation

187 Gillies Avenue

Epsom

Phone: 630 0845, Fax 630 9721

www.rocklands.co.nz

Casual residential, back packers and student accommodation. For accommodation prices please phone.

Shared bathroom, kitchen, laundry and common facilities. 15 minutes by bus to central city.

Princeton Apartments

30 Symonds Street

Auckland Central

Phone: 921 1000, Fax: 921 2000, www.princeton.net.nz

Single accommodation: \$215 to \$225 per week

Twin share: \$155 - \$165 per person, per week.

Includes toilet, shower and fully equipped kitchen, cleaning and linen. Shared facilities include common room with Sky TV and two restaurants.

Hoyi Home Service

Phone: Nancy on 820 9686 or 025 2888 661.

Charge for the service: from \$60 to half a weeks rent.

Provides professional help for international students to get suitable rooms/home stays.

Most houses/rooms within walking distance to the course.

Medical Assistance

Dr. Wu

46 College Hill Road

Ponsonby

Phone: 360 8008

Family Planning Association

Level 4, 109 Queen Street

Auckland Central

Phone: 379 0657

TELEPHONE EMERGENCY COUNSELLING

Youthline

Phone: Crisis Line 376 6633 or Freephone 0800 376 633

LifeLine

Phone: 522 2999

Victim Support

Phone: 302 6653

NO-FEE OR LOW-FEE COUNSELLING SERVICES

Auckland Family Counselling Centre

33 Owens Road

Epsom

Phone: 638 7632, Fax: 630 7313

Catholic Family Service

79 Kelmarna Avenue

Herne Bay

Phone: 378 9650, Fax 378 8671

Lifeline Counselling Office

Phone: 522 2808, Fax 522 2999

Relationship Services

48 High Street

Auckland Central

Phone: 379 0025, Fax: 377 5587

Other Services

Citizens Advice Bureau

305 Queen Street

Auckland Central

Phone: 0800 367 222

www.cab.org.nz

Provides information on personal and family concerns, consumer problems, legal advice, budgeting, health, welfare, housing, transport, local and general information.

Legal Services Agency

Phone: 488 5440

For criminal legal aid, information and support

ESTIMATED EXPENSES

The cost of living in New Zealand is lower than most developed countries, e.g., USA, Canada, Britain or Australia. In addition to your Tuition Fees you will need to plan carefully for sufficient money to cover your accommodation costs and other expenses such as food, telephone, transport, recreation and personal needs. Accommodation costs and other expenses are estimated between NZ\$250 and \$400 per person per week - excluding your course fees. Of course costs will vary depending on your personal requirements.



OUR STRENGTHS

Our training programs allow flexibility in delivery. This enables students to fit their training around work and lifestyle commitments.



NIGHT COURSES

Many of our courses are available at night till 8:00pm Tuesday & Thursday evenings. Our extended college operating hours add greater flexibility to our training.



PRICES

Prices include GST, your workbook and stationery. Course prices and content may change without notice.



academy

Business Training Solutions



Registered by the New Zealand Qualifications Authority
as a Private Training Establishment under the provision of
the Education Act 1989 and its subsequent amendments.