



# Student Policy

Career Academy New Zealand

Last updated: 01<sup>st</sup> June 2021

Version 2.0

94%

94% of our graduates say that studying with The Career Academy has given them valuable skills to use in the workforce!

83%

8 out of 10 graduates say our qualifications improved their ability to get a new job or promotion!



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# 1 Introduction

The purpose of this Student Policy is to provide guidance for students and staff about rules and procedures of The Career Academy New Zealand (The Career Academy). Students must read the Student Policy and agree to comply with it before their enrolment is confirmed.

The Student Policy may be updated from time to time. Please check the website or learning platform regularly for the most up to date version.

## 2 Admission and Enrolment

### 2.1 Who may enrol with The Career Academy

- 2.1.1 To be considered for enrolment at The Career Academy, a student must be a domestic student (as defined in the Education and Training Act 2020) and meet all other entry requirements.
- 2.1.2 International students may not enrol at The Career Academy. International students will be referred to one of The Career Academy's international counterparts for processing.
- 2.1.3 Students who are under the age of 18 may enrol at The Career Academy if they have the consent of their parent/guardian. In this situation, the student's parent/guardian must enter into the contract on behalf of the student (i.e. sign the student policy on behalf of the student, plus the student themselves must sign the student policy). The parent/guardian will also need to sign the parental consent form or guarantor consent form and any other forms we may specify. The parent/guardian will accept all liability on behalf of the student.
- 2.1.4 Students may need to provide supporting documentation to confirm their identity and demonstrate that they are eligible to enrol if born outside of New Zealand. Supporting documentation can include:
  - New Zealand Passport; or
  - Passport along with a New Zealand resident visa stamp page/e-visa; or
  - A form of photo ID (such as Driver's License front and back page or proof of age card) along with New Zealand Birth Certificate or New Zealand Citizenship Certificate and proof of New Zealand residential address; or
  - Proof of Australian Citizenship (Australian Passport, Australian Birth Certificate, Australian Citizenship Certificate) and proof of New Zealand residential address.
  - A WINZ card or proof of current IRD registration (in conjunction with one or more of the above forms of identification)
- 2.1.5 Failure to provide the supporting document when requested may lead to the enrolment being cancelled.
- 2.1.6 Students must disclose any medical conditions, physical disability or other circumstances that could prevent them completing the course.
- 2.1.7 The Career Academy may require further documentation before enrolment can

be confirmed.

- 2.1.8 The student must inform The Career Academy of any residency, citizenship or visa changes.
- 2.1.9 The Career Academy, acting reasonably, may refuse to enrol, or cancel the enrolment of, students who it deems to be not of good character. This includes, but is not limited to, providing false information at enrolment or throughout the term of enrolment, failure to pay fees on time, or breaching The Career Academy's Student Policy.

## 2.2 Course entry requirements

- 2.2.1 To be considered for enrolment at The Career Academy, a student must be able to demonstrate English proficiency to IELTS 5.5 or above. Students are also expected to have a basic understanding of computer skills. The Career Academy offers a free Adult Language and Numeracy course should a student or advisor have concerns over whether they can complete the course.
- 2.2.2 The Career Academy delivers all courses in online form. Students must therefore ensure that they have reliable access to a computer or laptop, a stable internet connection, and Microsoft Office software.
- 2.2.3 There are no academic prerequisites for any of The Career Academy's courses apart from the Prior Knowledge quiz for the Diploma in Accounting which students must pass before they can begin the Diploma in Accounting.
- 2.2.4 The following are the minimum computer specifications required by all students to complete any course with The Career Academy
  - **Computer**
    - Windows desktop or laptop. No preference on brand of desktop or laptop
    - Apple Mac desktop or laptop (not suitable for all learning material)
    - *Note: Chromebooks, Mobile tablets and cell phones **will not be suitable** to do your course assessments upon.*
  - **Computer Specifications**
    - A processor of 1.8GHz or faster
    - 8 GB of RAM or higher
    - ADSL or Fibre Internet with at least 5 Mbps download, and upload required. Some courses may contain videos to watch.
    - 13-inch monitor or higher with at least 1024 x 768 or greater resolution
    - Keyboard and mouse
  - **Operating System**
    - Microsoft Windows 10 or newer
    - Apple macOS 10.14 or newer
  - **Web browser**

- Google Chrome, the latest version, is recommended.
- **Software**
  - Microsoft Office with Microsoft Word and Excel
  - Adobe Reader, the latest version or equivalent PDF reader, is recommended.
  - Antivirus software, updated regularly, is strongly recommended.
  - Local administrative privileges on the computer may be required to allow for software installation and to configure computer settings.
  - Content filters may need to be disabled to view certain types of learning material
- **Basic Computer Proficiency Requirements**
  - At a minimum, students should have basic computer literacy skills including:
    - Using a keyboard and mouse
    - Sending and receiving email
    - Saving and retrieving files in different formats (.docx, .pdf, .pptx., etc.)
    - Using a text editor (changing fonts, inserting links, using spell check, etc.)
    - Browsing for files to attach and upload
    - Accessing the Internet using a web browser and resetting basic web browser settings (clearing cache/history, cookies, etc.)

2.2.5 If a student no longer has access to a computer or internet or the above minimum requirements, it is their responsibility to gain access, and this is not grounds for cancellation outside of the cancellation period and will not entitle the student to a refund of fees or a credit towards a future course.

## 2.3 Enrolment commencement

- 2.3.1 The Career Academy will confirm enrolment after all required information and any supporting documents has been received.
- 2.3.2 On confirming enrolment, course login details will be released to the student by email within 1 business day.
- 2.3.3 Your enrolment date starts on the date the course login email is sent and will be used for the purposes of cancellations, deferrals, course extensions and refunds.

## 3 Cancellations and refunds

### 3.1 How to request cancellation

- 3.1.1 If a student wishes to cancel their enrolment before completing the enrolment requirements, they may do so by emailing

[admissions@thecareeracademy.com](mailto:admissions@thecareeracademy.com).

- 3.1.2 If a student wishes to cancel their enrolment after their enrolment date, they must submit a cancellation request using the online form at [www.thecareeracademy.com/cancel](http://www.thecareeracademy.com/cancel). If you wish to cancel this must be completed within 8 business days of the enrolment date. This is determined as the cooling off period.
- 3.1.3 If a student wishes to swap their course after their enrolment date, they must submit a request via email to [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com). If you wish to swap your course this must be completed within 30 days of the enrolment date.

## 3.2 Refund policy

- 3.2.1 Refunds will be made in accordance with the table below:

Circumstances	Refund amount
Cancellation form submitted prior to completing enrolment requirements	100% of course fees
Cancellation form submitted within 8 business days of the enrolment date	100% of course fees, less \$50 payment plan establishment fee
Cancellation form submitted more than 8 business days after the enrolment date	No refund and student is liable to pay course fees

- 3.2.2 Refunds will be processed on the 20<sup>th</sup> of each month.
- 3.2.3 No refund will be provided if the student has completed or accessed more than 50% of the course.

## 4 Payment of fees

### 4.1 Payment methods

- 4.1.1 Students are liable for the course and other fees in full after the cooling off period. The fees are payable in New Zealand dollars (NZD) and may be paid via the following methods:
- Full online payment by credit card
  - Full online payment by direct bank transfer
  - Interest-free payment plan with Debitsuccess

### 4.2 Interest-free payment terms

- 4.2.1 The Career Academy offers an interest-free payment plan. Establishment fees and minimum payment requirements will apply. By signing this document, you are

deemed to have accepted the Debitsuccess terms and conditions which can also be found on our website here: [www.careeracademy.co.nz/debit-success-terms-conditions/](http://www.careeracademy.co.nz/debit-success-terms-conditions/)

- 4.2.2 The maximum allowable account balance will be \$3,750.00 including GST.
- 4.2.3 If a student misses two consecutive payments, or their account becomes significantly overdue, The Career Academy may suspend access to the learning platform while their enrolment period will continue. Resumption of access will be at the discretion of The Career Academy's payment services team.
- 4.2.4 Where fees are not paid on time, The Career Academy may refer the outstanding balance to a debt collection agency. This will be the case if the amount remains overdue for 7 days after the final notice.
- 4.2.5 The student will be liable to pay any penalty fees charged by Debitsuccess and any all costs incurred by The Career Academy because of debt collection including the commission, fees and costs charged by any debt collection agency and any associated legal costs and disbursements on a solicitor/client basis including court costs.

## 5 Course transfers, deferrals, and extensions

### 5.1 Course transfers

- 5.1.1 Within 30 days of enrolment in a course, a student may transfer to another course of equalvalue without paying any additional charges. Only one transfer may be made free of charge. (Value is determined as the advertised price less any discounts applied at the point of sale). The student must have completed less than 20% of the course for this to be considered.
- 5.1.2 A second transfer, or a transfer requested more than 30 days after enrolment, will be at the sole discretion of The Career Academy and must be approved by a member of the senior management team. An administration fee may be charged.
- 5.1.3 Where a transfer is made within 30 days of the original enrolment, the students enrolment period starts again. This does not affect a student's original cooling off period.

### 5.2 Course deferrals

- 5.2.1 After a course has commenced, a student can apply for a deferral of their course once throughout their study for a maximum of three months. Approval will be at the sole discretion of The Career Academy's Student Services Team. Payments will not be suspended during a deferral period and must continue to be made during this time.
- 5.2.2 Students enrolled in more than one course may apply to differ the start date of certain courses until suchtime as they have completed others. Approval will be at the sole discretion of The Career Academy's Student Services Team.

### 5.3 Course extension

- 5.3.1 The Career Academy's courses are designed to be completed within set timeframes. The required timeframe for each course is published on the course page on the website.
- 5.3.2 If students need more time to complete their course, they may apply for a 1-month or 3-month extension to the existing course online at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons). An extension fee will be charged.
- 5.3.3 Students are permitted to extend their course for a maximum of 12 months in addition to their initial course duration but will be permitted in either one-or three-month increments. A delay in marking assessments is not grounds for a complimentary extension.
- 5.3.4 If a student does not complete a course by the defined end date and an extension is not paid for prior to the course end date, the enrolment period will expire, the course content will no longer be accessible, and it will be considered that the student has abandoned their course.
- 5.3.5 If a student wishes to continue with the course after it has expired, they will need to purchase an extension within 60 days of the enrolment period expiring.
- 5.3.6 If a student wishes to return to their course more than 60 days after the enrolment period has ended, they will need to re-enrol and pay the fee as outlined in clause 6.3.4.

### 5.4 Course completion

- 5.4.1 On completion of a course, a student will be eligible to receive an electronic Certificate of Achievement.
- 5.4.2 Certificates of Achievement will be issued only after fees for the relevant course have been paid in full.
- 5.4.3 Once fees have been paid in full, the Certificate of Achievement will be made available to the student within the Learning Platform. If you no longer have access to the learning platform, the Student Services team can email you a pdf copy. Hard copy certificates and academic transcripts are available for a fee at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons).

### 5.5 Student support resources

- 5.5.1 Course add-ons such as course notes and Student ID cards will be released after the student's cooling off period.
- 5.5.2 The Career Academy offers additional products (known as "add-ons") which are designed to improve students' learning experience and support their studies. Add-ons may be viewed and purchased at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons)



## 6 Assessment

### 6.1 Assessment guidelines

- 6.1.1 For each module, students' learning will be assessed via a written assessment and/or quiz.
- 6.1.2 It is the student's responsibility to familiarise themselves with the assessment requirements for their course.
- 6.1.3 Students must submit only their own work for assessment. Plagiarism will not be accepted. Refer to section 7: Academic Integrity for further information.
- 6.1.4 All assignments must be submitted at least 2 weeks before the enrolment end date.
- 6.1.5 Where an assignment is submitted during the two weeks before the enrolment end date the student will need to apply for an extension to ensure they can access tutor feedback and receive their certificate(s).

### 6.2 Assessment grading

- 6.2.1 Assessments will usually be graded within 5 business days of submission, but grading may be delayed where there are high volumes of assessments.
- 6.2.2 Tutors will grade each assessment according to marking schedules. Assessments will be subject to internal and external moderation.
- 6.2.3 For written assessments, students will receive a grade of either "pass" or "resubmit required" grade. For quiz assessments, students will receive a percentage grade. The passing grade is 80%.
- 6.2.4 Students who marginally fail an assessment may be considered for a restricted pass. This will be at the discretion of the Global Learning & Support Manager. No more than two restricted passes may be granted per course.
- 6.2.5 A student may appeal their grade, or any aspect of the assessment process, by submitting a completed Student Assessment Appeal Form. This form can be obtained by emailing [support@careeracademysupport.zendesk.com](mailto:support@careeracademysupport.zendesk.com). The student's work and grade will be reviewed by the Global Learning & Support Manager. An appeal must be submitted within 10 business days of the grade being issued.

### 6.3 Resubmission

- 6.3.1 A maximum of three submissions per assessment will be permitted.
- 6.3.2 If an assessment does not receive a "pass" grade on the third attempt, and is not eligible for a restricted pass, the student's work will be reviewed by The Career Academy Global Learning & Support Manager who will decide, at their sole discretion, whether the student:
  - May pay a fee to be allowed to make one further, final submission; or
  - Must re-enrol in the course and begin from topic one if they wish to complete the course and receive a course certificate.

- 6.3.3 If the student no longer wishes to complete the course or has not received a passing grade on their last permissible attempt, they may pay a fee for an additional attempt or receive an exit statement which excludes the course(s) they were unable to pass in three attempts. This will take the form of an academic transcript of the course modules completed, or the individual certificates for courses completed as part of a diploma.
- 6.3.4 If a student is not able to receive a passing grade as outlined in 6.3.3 the student is permitted to re-enrol and receive a credit for work completed to date. The fees for re-enrolment in this situation are as follows:

Course Completed	Returning Discount
25% complete	75% fee less returning discount (but not less than \$201)
26% - 50% complete	50% fee less returning discount (but not less than \$201)
51% - 75% complete	25% fee less returning discount (but not less than \$201)
76% -99% complete	Set fee of \$200

## 7 Academic integrity

### 7.1 Plagiarism

- 7.1.1 Students must ensure that all work submitted is their own work, written in their ownwords.
- 7.1.2 Plagiarism is not tolerated at The Career Academy. Plagiarism includes:
- Copying text or images from The Career Academy course material.
  - Copying text or images from other resources including but not limited to the internet.
  - Submitting another student’s work, in whole or in part.
  - Submitting work that has been written by someone else on the student’s behalf.
- 7.1.3 If a student submits work that The Career Academy considers not to be their own work, the student will be given a warning and required to resubmit the assessment. If the student continues to submit work that is not their own, the student will fail the course and will not receive a Certificate of Achievement, they will receive an exit statement for the work passed and deemed to be their own.

## 8 Complaints and feedback

### 8.1 Feedback

- 8.1.1 The Career Academy encourages and welcomes student feedback.
- 8.1.2 Feedback is sought throughout the course and during a student’s learning experience. Feedback may be used for marketing purposes. If a student does not

wish their feedback to be used in this way, they should advise The Career Academy by emailing [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

## 8.2 Complaints

- 8.2.1 Any complaints should be emailed to [complaints@thecareeracademy.com](mailto:complaints@thecareeracademy.com)
- 8.2.2 Depending on the nature of the complaint, it will be referred to either the relevant Team Leader or the Senior Management Team.
- 8.2.3 Complaints will be responded to within 10 working days.

## 9 Student Conduct

### 9.1 Policy

- 9.1.1 The Career Academy has a duty of care to its students and is responsible for providing a safe online teaching and learning environment.
- 9.1.2 In all our communications with students we will:
  - a) Deal fairly, honestly, consistently, and appropriately with all students.
  - b) Set expectations for what The Career Academy can and cannot do to meet their concerns.
  - c) Provide services that are accessible to all.
  - d) Ensure that no one enrolled in our courses are disadvantaged because of the unacceptable behaviour of others.
- 9.1.3 The Career Academy takes the importance of our work very seriously, and whilst we will provide the best customer service and tutor support we can to our students, we do not expect our staff to tolerate inappropriate behaviours.

### 9.2 Behaviour

- 9.2.1 In appropriate behaviour for students includes:
  - 9.2.1.1 Offensive, threatening or abusive behaviour, which includes but is not limited to behaviour or language (whether written or verbal) that is offensive, threatening, or abusive.
  - 9.2.1.2 Unacceptable demands, which includes but is not limited to repeatedly demanding responses within an unrealistic timescale, insisting on speaking to a particular member of staff, even when it is not possible, refusing to follow the instruction provided by the Tutor or Student Services representative and causing disruption by excessive contact in relation to information about their enrolment without clear acceptance of updates previously given.
  - 9.2.1.3 Unacceptable persistence, which includes but is not limited to contacting The Career Academy repeatedly about the same issue or closely related issues. When persistence has reached the point of disrupting our ability to undertake our work, if it is amounting to harassment and unacceptable treatment of our staff, this will constitute unacceptable behaviour.

- 9.2.2 If a student contacting or being contacted by The Career Academy displays any of the inappropriate behaviours, the staff member will warn the student (phone call) and if the inappropriate behaviour persists the staff member will advise the student that they are ending the call and a manager will review the interaction, define an appropriate action, and contact the student. Emails that contain inappropriate behaviour will be immediately referred to a manager who will review the interaction, define an appropriate action, and contact the student.

## 10 Privacy

### 10.1 General principles

- 10.1.1 The Career Academy will collect, use, store, and disclose personal information relating to students in accordance with the provisions of the Privacy Act 2020.
- 10.1.2 Where provision or disclosure of information is voluntary or falls outside the scope of information The Career Academy is permitted to collect, store, use and disclose under the Privacy Act 2020, students will be advised, and their consent will be obtained prior to the provision or disclosure of information.

### 10.2 Collection of personal information

- 10.2.1 Where practicable all personal information is obtained directly from students, or from their nominated agent(s). Additionally, information may be obtained or verified through relevant government or education agencies.

### 10.3 Use of personal information

- 10.3.1 The Career Academy will collect, use, store, and disclose personal information relating to students in accordance with the provisions of the Privacy Act 2020.
- 10.3.2 Where provision or disclosure of information is voluntary or falls outside the scope of information, The Career Academy is permitted to collect, store, use and disclose under the Privacy Act 2020, students will be advised, and their consent will be obtained prior to the provision or disclosure of information.
- 10.3.3 Personal information will be stored within The Career Academy database(s) and all practicable security measures will be maintained. A unique identifier will be assigned to each student.
- 10.3.4 Staff members and other personnel within The Career Academy, or within agencies under contract to The Career Academy, will have access to select students' personal information. Access is for purposes relevant to normal business operations, including but not limited to; enrolment, study, academic progress, payment services, establishing and maintaining academic and graduation records, student services, discipline, managing students' association(s) membership and records.
- 10.3.5 To conduct its proper business and as required under the Education and Training Act 2020 and other laws, regulations, and contractual agreements by which it is bound, The Career Academy may use the student information it holds and may disclose personal information to external agencies such as government

departments, bodies responsible for course moderation and professional accreditation or membership and debt collection agencies. Such agencies include, but are not limited to:

- The Ministry of Education
- Immigration New Zealand (for students who are not NZ citizens)
- Relevant professional bodies
- Course moderation or accreditation bodies
- Education New Zealand

10.3.6 From time to time, The Career Academy may email students about other courses and offers that may be of interest to them. If a student does not wish to receive these emails, they should advise The Career Academy by emailing [unsubscribe@thecareeracademy.com](mailto:unsubscribe@thecareeracademy.com) with the subject heading unsubscribe

## 10.4 Access to personal information

10.4.1 The Career Academy will make information held about students available to them upon request and in accordance with the Privacy Act 2020.

10.4.2 Students also have the right to request correction of personal information held about them.

10.4.3 A student who wishes to request access to their personal information, or to have it corrected, should email The Career Academy at [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

## 11 Declaration

By signing this Student Policy, I confirm that:

11.1.1 I have read and understood The Career Academy Student Policy.

11.1.2 I understand that by submitting this form I am entering into a binding agreement with The Career Academy, and that the Student Policy is part of that agreement.

11.1.3 I am a New Zealand citizen or hold a residence class visa and will provide evidence on request.

11.1.4 I have reliable access to a computer/laptop, stable internet connection and Microsoft Office software and I understand that it is my responsibility to ensure I have reliable access for the duration of my enrolment.

11.1.5 I have disclosed all information relevant to my ability to complete this course.

11.1.6 I understand that if I enrol in another course with The Career Academy in the future, I may not be required to sign this declaration again, but:

11.1.7 If the Student Policy has been updated since I signed this declaration, I will be required to comply with the new version.

- I must tell The Career Academy if my immigration or residency status has changed.
- I must tell The Career Academy if anything has changed in my personal circumstances that could affect my ability to complete the course.

Signed: