



STUDENT HANDBOOK

Rules & Guidelines 2014

We are delighted that you have chosen to train with us and we look forward to a positive and successful relationship.

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Welcome. Please use this booklet as a guide to refer to during and after your course. We hope you enjoy the next few months - if you have any problems or concerns during the course please do not hesitate to discuss them with your course tutor or Management who will be more than happy to help.

Academic Policies

Appealing Results

If a student wishes to query the marking of an assessment, this must be done **within ten days** of receiving back the assessment, with the Head of Studies. Students may appeal assessment decisions they consider are unfair or inaccurate. In the first instance the matter should be raised with the Head of Studies, who may discuss the issue with the tutor concerned. Should this not resolve the matter, the student may then appeal to the Campus Manager, or if still concerned about the outcome, formally to the General Manager, 766 River Road, Hamilton 3210

Assessments

Assessments for the unit standards vary. Some will be by written exam, others by assignments, role-plays, observations, or online Moodle. Your tutor will explain the assessment procedures.

All work for assessments, both classroom and home study, must be your own work. Copying or using notes, from students or the internet is not acceptable.

Assessments will be shown to you upon completion of marking, and returned to you at the end of the course. The management will deal with any cases of cheating seriously.

Assessment and Exam Procedures

- These are undertaken at the time and date given by the subject tutor.
- They may be open or closed book, and take place in a classroom. No talking is allowed. A supervisor or tutor will be in the room at all times.
- For open book assessments: you may have with you applicable workbooks, a pen and a calculator (if required).
- For closed book assessments: your tutor will advise what resources are allowed.
- The supervisor will hand out blank paper if required. You may not use your own blank paper or pads.
- No red pens, pencils or twink / white out are allowed.
- No cell phones are permitted.
- If a student is more than 10 minutes late for a formal assessment task, he/she will not be admitted into the assessment room.
- Most assessments will be marked immediately and resits completed on the same day where possible.
- Closed book assessments may take up to a week for marking.
- We reserve the right to hold digital copies of any assessment for the purpose of comparison with past and future work by others to detect academic fraud .
- If any student suspects any form of cheating they are encouraged and expected to report this to a staff member.

Cross Credits

Travel Careers & Training Ltd. and Sir George Seymour College recognises those students who have gained unit standards on the National Qualifications Framework prior to the course or who have prior learning. Credit transfers can be obtained by either producing evidence of achievement of the required unit standard or, if you believe to have prior learning then you can request to sit the assessment prior to the learning taking place.

When a student receives cross credits for a unit standard they have already achieved, they have the option of either: 1. having the day/s off without being penalised for being absent, or 2. attending the class to refresh and grow their knowledge about the topic. If the latter option is chosen, they will not be required to complete the assessment. This option is encouraged as the classroom environment offers a further stretch both in content and employability skills.

Some units require attendance regardless of cross credit due to being facilitated in conjunction with other learning. They are:

- 18228 - Demonstrate knowledge of specific New Zealand regions as tourist destinations
This is completed as part of the Domestic Educational/Familiarisation experience.
- 4252 - Produce a targeted resumé. This is taught specifically to create a CV for the Travel & Tourism Industry.
- 23755 - Identify and self-evaluate the demands of a specific role in a tourism workplace. This is taught as part of planning a future in the Travel & Tourism Industry.
- 25195 - Explain travel industry brochures and travel-related documents. This is taught in conjunction with an Introduction to Australia as a Tourist Destination

Disciplinary Procedures

Disciplinary procedures could occur for inappropriate behaviour. The following is a guideline on what is considered to be unacceptable behaviour:

Minor Behaviour

E.g. Absenteeism, poor standard of dress and presentation, no-show for resits etc.

Discussions will be held with you and the tutor concerned. Notes on this discussion will go on your file. If the behaviour continues, it could affect your participation in work experience, visits, educationals and assistance with employment.

Concerning Behaviour

e.g. Poor attitude, lack of participation, lack of respect for staff and fellow students.

A discussion will be held and notes will be written on your file. It could affect your participation in work experience, industry visits, educationals and our ability to assist you with employment. If it continues, you will have a meeting with the Campus Manager to discuss whether you want and are able to continue with the course.

Major / Expulsion Behaviour

The following behaviours will be viewed seriously and may result in **instant expulsion** or in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously. The behaviours listed are examples only and the list is not intended to be exhaustive:

- Wilful abuse of or damage to company property or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault or abusive behaviour towards another student, staff member or supplier
- Harassment of a staff member or another student
- Plagiarism
- Theft

Re – Assessment (Resits)

If a student does not achieve a Unit Standard and wishes to be re-assessed, it is only necessary to resit the Element(s) or Performance Criteria that were not achieved. It is not necessary to resit the whole assessment again. Where possible, resits will be done in the same day as the assessment.

A resit time will be held each week and every student is expected to attend if they have any resits to complete. It is your responsibility to keep up to date with your resits. You will need to bring any workbooks and material (e.g. calculators etc) required to complete your resit papers. It is highly recommended that Amadeus resits are completed on the same day.

If you have no resits you will be required to check with your course tutor to see if absence is permissible. If you have resits scheduled and do not attend the weekly resits or resit days you will be marked absent.

Our resources are updated regularly therefore any resits should be completed within three months from the last day of the course. If a unit has not been marked as competent within 3 months of the course ending, the entire unit will need to be repeated in order to gain the credits for NZQA.

- IATA/UFTAA resits, incur a resit fee of \$30.00. IATA assessments are marked externally and we have no control over the resit fees charged by IATA. Please be aware that they are subject to change without notice at any time.
- Flight Attendant Course: In addition to NZQA unit standard assessments you will also be required to complete written and practical exams, similar to the ones you would complete once employed by an airline as a flight attendant. These will be closed book exams and an 80% pass mark is required for each exam to be eligible for the certificate. One resit is permitted in total. This is the same criteria as airlines have.

Results Notice

Throughout the course you will be given an updated Results Notice/Academic Record notifying you of your results. Please check this thoroughly and advise your Course tutor of any problems.

Withdrawing From Your Course of Study – DOMESTIC STUDENTS

If you wish to withdraw from your course you must put this in writing and either post it in or hand it in to the office. The cancellation fees are as follows:

- From enrolment and up to seven days after the first day of the course. – 10% or \$500.00 whichever is the lesser amount
- After eight days – students will pay the full course fee and no refund is given.

If the student withdraws from one course and transfers to another course at either the same or an alternative campus an Administration Fee of up to \$250.00 may be charged.

Withdrawing from your course of study – INTERNATIONAL STUDENTS

Once confirmed on your course if you wish to withdraw you must put this in writing and either post it in or hand it in to the office. The cancellation fees are as follows:

- **After enrolment but before the official start date:**
8% of course fees deducted for a course 36 weeks or longer
20% of course fees deducted for a course less than 36 weeks

- **After course start date, but up to or including the 10th working day:**
10% of course fees deducted for a course 36 weeks or longer
25% of course fees deducted for a course less than 36 weeks
- **After the 10th day of course:**
No refund applicable, full course fees retained by the campus.
- Please note that there may also be Insurance and Uniform costs if these have already been paid to the companies at time of withdraw.

Accepting a Position

If you accept a position in the airline, travel or tourism industry before you complete your course you may still participate in the educational with your group if your employer agrees. No refund is due for any educational not attended or for the units you have not completed.

If the position is not a recognised travel industry position then you will not be able to participate in the educational as we work with suppliers to obtain discounts on the understanding that you are looking for a position in the industry on completion of the course.

If you have not completed your course the following options (subject to availability) are available to you at no additional charge.

- Join another class
- Complete units by Distance Learning (A selection of Level 3 and 4 units are available)
- Workplace assessment

Administration/Office Hours

Office hours are 8.00am – 5.00pm. The team are there to assist with any queries you may have.

The administration team are also available for all course related issues including Studylink payments. Administration staff can be extremely busy at certain times of the year so an appointment to see the appropriate person may be necessary.

Administration Costs Sheet

Photocopying	20¢ per page
Binding	\$3.00 per booklet (Including the binding, plastic front and back page)
Printing	40¢ per page printed

Please make sure you have the correct money as change is not available

Stamps, envelopes or stationery are not available for students to buy.

Class Times

Class times may vary depending on the qualification being completed at the time. Below is the general guide for each qualification type with a morning, afternoon and lunch break applied unless shown below. Students are required to attend class between these hours to ensure the attendance policy is adhered to (see attendance policy). Please note: on occasion, classes may be required to start earlier at 8.30am however students will be given notice of this prior to the day. The class times detailed below do not apply when students are away on educational familiarisation trips – in this instance, it is up to the escorting staff member to decide on appropriate contact hours.

Travel and tourism qualifications: Classes start each day at 9.00am and finish anytime between 4 – 5pm.

Diploma qualifications: Classes are run for half days either from 9.00am – 1.00pm or 1.00pm – 5.00pm. No lunch-break applies.

International Flight Attending qualifications: Classes start each day at 9.00am and finish anytime between 4 – 5pm. Where classes finish at 4pm, tutors are available in the classroom until 4.30pm each day to offer additional assistance as required.

Attendance

We expect students to aim for 100% attendance. If you use your Campus Manager as a referee your attendance will be disclosed to your potential employer.

If you are unable to attend class or if you are going to be late, you are required to advise the Campus before 9.00am by phone. A text message to a friend is not acceptable. Please note that this is standard business practice and we are trying to get you 'work ready' for employment. Lateness is recorded in 'quarter days' and applied to any student that arrives after the class has started at the beginning of the day as well as after each break (morning tea, lunch and afternoon tea).

Appointments

Appointments should be made outside of class time. Arriving late or leaving early will see you marked absent for that quarter day. If you have a medical certificate for your absence you will need to arrange with your tutor to join another group to make up the lost tuition.

Withdrawing you from Class

If you have not attended class for a period of one learning week without advising us, we will write and/or email to inform you of the date you need to contact us by before we assume you have withdrawn from the course. We will then complete the necessary forms and advise Immigration/Studylink (if applicable). This will mean you are no longer enrolled with us.

- **First instance of being absent without notifying us**
After one learning week of no contact, you will be given three days to notify us or return to class without being withdrawn (5 days + 3 days notice = 8 days)
- **Second instance of being absent without notifying us**
After three days of no contact, you will be given three days to notify us or return to class without being withdrawn (3 days + 3 days notice = 6 days)
- **Third Instance of being absent without notifying us**
After one day of no contact, you will be withdrawn the following day

Attendance Requirement for Gaining our Certificates

If you wish to gain the Certificates issued by Travel Careers & Training and Sir George Seymour College then there are a maximum amount of days you can be absent for the qualification in which you enrolled. These are:

Travel Careers & Training

Qualification	Days off allowed:
Certificate in Advanced Airline, Travel and Tourism	8
Certificate in Airline, Travel and Tourism	5
National Certificate in Travel Level 4	3
Certificate in International Flight Attending	3

Cert in Airline, Travel & Tourism & Int Flight Attdg	8
National Certificate in Aviation (6 week option)	1
All 36 week Diplomas	3 days in every 12 week block

Sir George Seymour College

Qualification	Days off allowed:
Certificate in Advanced Travel, Tourism & Business	9
Certificate in Travel, Tourism & Business	6
National Certificate in Travel Level 4	3
Certificate in International Flight Attending	3
Certificate in Conference and Event Planning	1

NOTES:

If students are enrolled in more than one qualification (E.G Certificate in Airline, Travel & Tourism plus Certificate in International Flight Attending):

- Any unused absent days from the 1st course can carry forward to the 2nd course (just like 'sick days' in the real world)
- If you go over your allowance in the first course, they can have the allowance for the 2nd course in advance

Absent days are accrued as follows:

- If you are absent for any reason (including medical, funeral, tangi etc.)
- If you are late to class in the morning or after any break you will be marked as ¼ of a day absent

Please note that medical certificates and any form of explanation note will not gain exemption from an absent day. A medical certificate however or evidence of attending a funeral/tangi (such as a service sheet) will be placed on file and then can be used when talking with a prospective employer to explain any absences that you have had.

We reserve the right to transfer you to another class if you have been unable to attend due to medical or compassionate reasons for a period of 15 days or more regardless of the level of communication that has taken place. This helps ensure the appropriate level of face to face facilitation required for the qualification you have enrolled in.

Certificates

Most of the courses offered include both NZQA National Certificates and our own certificate. The criteria for each are listed below.

NZQA Certificates

To be eligible for these certificates, you must be competent in all unit standards for your enrolled qualification. Once you have completed your qualification with us, we will give you forms to apply directly to NZQA so they can award you the certificates. Please note each certificate costs \$15.30.

Travel Careers & Training and Sir George Seymour College Certificates

These certificates can be gained on completion of each course, subject to the specific criteria being met. The criteria are:

- Students who have achieved the National Certificates (or 100% of the units) for the qualification for which they enrolled
- Attendance level meets required standard for the qualification
- Corporate grooming has been maintained throughout the course

- A positive attitude and professional manner (see note 1 below) has been displayed throughout the course and on educational, site visits, and work experience if applicable.

Note 1 - Positive attitude and professional manner is defined as:

- Supported a team environment in class
- Supported other students
- Maintained punctuality
- Participated in a positive manner
- Maintained a respectful relationship with all staff and guests at all times
- Behaved in an acceptable manner on external course related activities – educational, work experience, site visits etc

Travel Careers & Training Ltd Exclusive Product Knowledge Certificates

These additional certificates are offered to travel and tourism students. They involve a day of learning about the specific product and then a closed book exam written by TCT and the industry partner. To be eligible to sit the exam for each exclusive certificate, you must have attended the product knowledge day with your class. If you have been absent for medical reasons (or any other reason that management deems acceptable), you may be able to join another class if the timetable permits.

Aviation Certificate issued by Travel Careers & Training and Airline Training Solutions

This certificate is available for those students enrolled on the Certificate in International Flight Attending. It is gained through sitting additional written and practical exams that are closed book and require an 80% pass in each. Students can only have one resit in total over all these exam papers and practicals. This is the same criteria as airlines have.

Passenger Service Agent Certificate issued by Airline Training Solutions

This certificate is available for those students who successfully complete this Module as part of their course and sit the written assessment with a pass mark of 80%. It replaces the Menzies Certificate detailed in the Prospectus.

Graduation Awards

At graduation various awards are given out to students including the **Student of the Year Award**. We are looking for students who go that extra mile, have a great attitude, who make a valuable contribution to campus life as well as a high level of academic achievement and excellent attendance.

Distinction Award – Sir George Seymour College

This award acknowledges students whose performance is excellent. Every student is eligible to try for an “Award with Distinction”, at completion of the Travel Level 3 qualification, but to qualify a student must meet the following criteria:

- Achieved not less than 95% attendance during the course
- Achieved excellent punctuality during the course
- Achieved all unit standards and “In House” modules on completion of the course

At the end of your course, on achievement of these criteria, you are able to sit a Distinction Assessment. This will involve a written assessment and role-play which puts many of the things you have learned during the course into practice.

The Sir George Seymour College “Award with Distinction” will be presented to you at the annual Graduation Ceremony.

Cell Phones

Out of respect for others in your class including your tutor, no texting or cell phone use of any sort is allowed during class times or on visits. This reflects the workplace where use of cell phone during work time can be seen as theft.

Change of Address or Phone Numbers

Please let us know if you change your address, phone numbers or email address during or up to six months after the course has finished. We may like to contact you for any employment opportunities or so any additional certificates etc. can be sent to the correct address.

It is a requirement that international students must advise the Campus Manager of any change of contact details, accommodation type, residential address and immigration status.

Computer Network and Internet Policy

Use of the computers or our Wi-Fi (if available) means you have agreed to the following:

1. Personal responsibility

The student takes personal responsibility for their actions in accessing the company's computer system or Wi-Fi.

Students understand that they may not, under any circumstances, change any of the settings, screen savers etc. Any such changes would mean disciplinary action including being refused access to the computers.

2. Internet Access

Students may not access the following:

- Sites that are considered to be offensive i.e. pornographic or violent
- Chat rooms during the hours of 9:00 am – 12:00 pm and 1:00 pm – 4:00 pm
- Facebook or other social media websites during the hours of 9:00 am – 12:00 pm and 1:00 pm – 4:00 pm

3. Proxy Sites

Students may not access "proxy" sites for the intention of accessing websites that would otherwise be blocked by the college's web filtering system.

4. Music/videos and films

Music, videos or films may not be downloaded.

5. Banned material

Access to and downloading of any material that encourages violence, illegal acts, racist tracts or 'hate' speech is forbidden.

6. Damage to equipment etc.

No student may intentionally cause damage to any equipment, software or other related aspect of the facility; this includes but is not limited to vandalising, hacking, destroying technological systems or equipment including computer hardware and software. Vandalism includes (but is not limited to) printing excessive copies, attempting to crash computers or networks, the creation or intentional use of programmes designed to damage computers, the creation or intentional use of programmes designed to inhibit network traffic, the use of chain letters, or excessive messages, or devices that restrict legitimate use.

7. User rights

Students are expected to consider and respect the right of other people to use the facility without disruption or abuse.

8. Unauthorised copying/loading

Unless authorised to do so, no student may copy software or load any software onto the machine they are using.

9. USB Sticks

As a matter of security the use of USB sticks to transfer files are prohibited on the network. This includes plugging them into thin client devices or laptops attached to the ATTG network. The company recommends the use of cloud based solutions like Skydrive or your provided email address to transfer files from home to your ATTG account.

10. Use of Network for Plagiarism

Students must not use the computer network in order to plagiarise any form of assessment or project. This includes but not limited to: emailing your work to another student, obtaining another students work and replacing their name in the document with yours, accessing another students files with or without their knowledge or emailing answers during an assessment.

11. Harassment

Use of the computer systems to send obscene or harassing messages anywhere or to anyone is totally prohibited.

12. Privacy issues

All students shall respect the privacy of others. All user files, phone mail and e-mail messages are private and shall only be accessed with the permission of the owner. College files are completely off limits. Any attempt to access these will be regarded as a serious breach of conduct and dealt with accordingly.

13. Password security

Students must observe appropriate password security and report any problems immediately to tutors. Any damage to or misuse of files must also be reported immediately.

14. Copying and printing

Only authorised copying or printing is allowed.

15. Logging Off

Users must not leave terminals, browsers and other access channels to the network unattended for unreasonable periods of time while they are logged into those systems. Users must log off the terminal they are using when the user is leaving that terminal or access channel unattended for more than one 20 minutes.

16. Legal

Students agree to abide by all New Zealand laws and understand they will be liable for any law broken.

17. Disclaimer

In the event where there is suspicion around the rules of this agreement being broken, the company has the right and the ability to audit your email and web browsing history stored at the data centre. Information gathered from this audit could result in disciplinary action.

The company disclaims any responsibility for the content, quality, performance or any other aspect of the Internet. In no event and under no circumstance will the company be liable for any consequential, incidental, indirect or special damages resulting directly or indirectly from a student's use of the system or the Internet.

Course Fees

The cost of the course for you is on the Dates and Costs page in the brochure pack. For New Zealand citizens or permanent residents the Ministry of Education subsidises part of your course fee.

Course Costs includes:

- GST (Government Goods and Services Tax)
- NZQA registration and credit fees
- All tuition, workbooks, manuals, and resources
- All outside visits, and domestic educational

Course Costs excludes:

General

- Personal stationery
- NZQA certificates (Cost payable direct to NZQA \$15.30 per certificate)
- IATA/UFTA Foundation Diploma Certificate \$ 290.00
- Resit fee for IATA Unit Std 18218 - \$30.00 per resit
- Lost, destroyed or stolen workbooks: \$ 10.00 per workbook
- Student ID card \$ 10.00

- The following domestic educational components are not included:
 - Transport to and from home to the airport/transport station on all educational field trips
 - All meals and drinks and items of a personal nature

Optional overseas educational (Travel Level 4 students only)

The educational includes international flights, accommodation, airport transfers, hotel inspections, and possible sightseeing depending on destination which will be to Australia or a South Pacific Island for 3 – 4 days. The estimated cost of the optional overseas educational will be approximately \$1000.00. This is not included in your course fees. This cost excludes departure taxes, meals, visa costs (if applicable) and insurance and possibly domestic fares for students if the airfares we manage to secure are ex Auckland. We would recommend you have at least NZD50.00 - NZD100.00 per day for your personal spending money whilst away.

Due to Government regulations no overseas educational can be paid for using a student loan or allowance. Students will need to raise funds for these trips themselves.

Passports and visas

It is your responsibility to ensure you have the correct documentation such as a valid passport, visa and re-entry visa etc. for the international educational. Some countries require that your passport is valid for six months after departure so you will need to ensure you have the correct documentation. Failure to have this will result in your non-participation on the educational during your course. A participation criterion applies as per the Domestic Famil. To avoid additional expense, please do not leave this process until the last minute.

First Aid courses in Flight Attending Courses

If you miss the First Aid course that is scheduled for your class, you may need to pay to attend another one at a later date. You will need to have a current first aid certificate covering Units 6400, 6401, 6402 in order to gain your Certificate in International Flight Attending.

Course Content

The company reserves the right to change or remove any part of the course content should they need to do so. Strike action, political unrest or change in airline policy may mean educational, visits, guest speakers etc cannot go ahead as planned. It is not the company's intention to change the course

however agreements between suppliers and us can change at any time. The daily and weekly programme can be subject to change without notice.

Certain criteria must be reached before students can go on field trips, undertake work experience, and complete Level 4. Failure to reach these criteria will result in students being unable to participate with no refund owing.

In circumstances where face to face delivery is unable to occur, students may be given written or online resources to complete from home. Examples of circumstances that may affect face to face delivery include snow storms, earthquakes, excessive flooding, power cuts, staff illness etc.

Swimming/Wet Drill Requirements

If you are enrolled in a qualification that includes a component of 'flight attending', you will have been advised at the time of your enrolment that there are requirements you will need to meet during the 'wet drills' day near the end of your course.

These are:

- Swim freestyle (over arm) one length 25 metres, in togs
- Swim with clothing and lifejacket on 50 metres any style with in a 2 min time frame.
- Tread water for 2.5 mins
- Rescue swim (drag a partner) 25 metres and then swap over.

These requirements would have been advised to you during the enrolment process and are being outlined to you again so that you are reminded what you need to prepare for. Please ensure you take all steps necessary to prepare for this assessment well in advance and talk to your Head of Studies if there is any reason you may not be able to meet these requirements.

IATA optional block course – 2 weeks

This course is offered to those students who have successfully completed the National Certificate in Travel Level 4 qualification and have passed the IATA pre-entry test with a minimum of 80%. The 2 week block course is offered free of charge in 2013 to all eligible students and will be run in the November – February period. For more information on when this course may be run in your campus, please see the Campus Manager or Head of Studies. **PLEASE NOTE:** as this course is being offered free of charge and is additional to any qualification you may have been enrolled in, you will not be eligible for student allowances to be paid via Studylink for the 2 week duration.

Corporate Dress

You are required to wear corporate dress at all times. A professional appearance will be required of both men and women. Your campus will provide you with information in regards to the suit you are required to wear each day. If you are a domestic student with a student loan, you can use your course related costs (of up to \$1,000) to pay for your corporate dress.

Clothing

Females: Students on all courses except the flight attendant course (which has a specific blouse, tie and scarf) can wear any business shirt or blouse (no T-shirts). Long hair should be tied up or back off your face with no nose, tongue or facial jewellery.

Males: A suit or dress trousers and a business shirt with a tie.

Footwear

Students must wear corporate shoes at all times. The following guidelines apply:

Females: Flight Attendant students must wear closed toe court shoes with pantyhose at all times
Travel students must wear closed toe court shoes in winter. Open toe court shoes or summer sandals with a corporate heel (between 4 – 8cm) is allowed in summer.

Males: Business shoes are required at all times

Note: Jandals, slippers on shoes with no blackstrap or flat shoes are not considered corporate so should not be worn on campus at any time.

Disneyworld

Disneyworld Internships are available in Florida for our full-time students who are completing a qualification of 32 weeks minimum within the calendar year prior to the Internship commencing. Interviews are normally conducted in September for a start the following August. (Availability and visa requirements may also be changed without notice by either the US Government or Disneyworld)

It is subject to current eligibility and selection requirements as follows:

- Be a citizen of NZ or Australia
- Be at least 18 years of age upon arrival in the USA
- Be able to start within 12 months of course completion
- Be responsible for all costs
- Exit the United States and Canada upon completion

To be eligible for us to endorse and recommend you to Disney you must have:

- Met the minimum attendance requirement
- Successfully gained the qualification
- Have the enthusiasm and people skills to ensure every Disney Guest experiences the magic

Educational trips

Educational (also known as 'familiarisation trips') are a standard practice in the industry, used as a tool to teach industry staff about various destinations.

To be eligible to participate in the educational, you must meet the following criteria outlined below:

3 day domestic educational (All travel, tourism and diploma students)

- Be fully competent on all unit standards to date. These 3 days will be used for additional study/catching up on missed subjects or assessments if you are not competent by the time the educational departs.
- Attendance level meets required standard for the qualification
- All course fees are paid in full
- You have a positive and motivated attitude
- Behaved in an acceptable manner on external course related activities – educational, work experience, site visits etc

If you accept a position in the airline, travel or tourism industry before you complete your course you may still participate in the educational with your group if your employer agrees. There is no refund for not going on the educational or for the units you have not completed.

Optional International educational (Travel Level 4 students only)

This optional trip is offered to those students who are completing the National Certificate in Travel Level 4 only. It follows the same structure as an 'industry familiarisation' trip that industry employees working in travel agencies and wholesalers might attend.

- Competent in all unit standards for the qualification you are completing
- Maintained an acceptable standard of corporate grooming throughout the course
- Maintained a positive attitude and professional manner throughout the course (see note 1 under certificates)
- Attendance level meets required standard for the qualification
- Behaved in an acceptable manner on external course related activities – educational, work experience, site visits etc

Auckland Cabin Trainer Experience (Flight Attendant students only)

- Competent in all unit standards for the qualification you are completing
- Maintained an acceptable standard of corporate grooming throughout the course
- Maintained a positive attitude and professional manner throughout the course (see note 1 under certificates)
- Attendance level meets required standard for the qualification
- Behaved in an acceptable manner on external course related activities – educational, work experience, site visits etc

If you are not eligible to participate in any one or all of the educationals, management may develop an agreed individual action plan with you to see you 'earning back' eligibility for participation in future educationals. Each individual action plan will be specific to the student/situation and will have different objectives as set out by management.

Guidelines for Educationals:

The group should stay together as much as possible. No one should ever go off alone unless it has been specifically agreed by the tutor. Professional behaviour is expected of everyone at all times.

At night the group should also stay together or in larger groups. The tutor should set a recommended time for everyone to have returned to the accommodation. If anyone is missing please do not leave your door unlocked for them. Under no circumstances are visitors that are not part of the group permitted in any of the rooms unless this has been cleared with the tutor beforehand. Students could be putting themselves at risk if this rule is not adhered to. Any problems with this rule should be communicated to the tutor immediately.

Corporate dress is compulsory for flights and for hotel inspections and at any other time the tutor deems suitable.

Your tutor will give you details about what should be included in your educational report and the deadline date.

Fundraising:

Fundraising as a class is a great way to work together as a team and to earn funds for your International Educational.

- Fundraising for your class is normally led by the class rep or particular fundraising leaders that are nominated for groups in the class.
- All ideas for fundraising must be signed off by your class tutor, and if this involves something on campus the CM must be informed.
- Fundraised money cannot be kept at home and used for personal items because this is regarded as a group fund and your campus will instruct you about how these funds will be processed.

- All monies raised by each individual class member will be used for the payment of your airfare, transfer costs, activities and accommodation for an International Educational. If you have insufficient funds and wish to go on the International Educational you will be required to make a payment of the balance.
- If you have fundraised money and you do not meet the criteria to travel; attendance over 95%, no outstanding resits, or if you decide to pull out of the class trip your fundraising sum will be distributed to the group travelling and used for an activity or a meal during the educational.

Other regulations

- To organise a raffle ensure that A4 posters are made and authorised by the Campus Manager before being placed on the walls around the campus. Once the raffle is drawn the name of the winner must also be displayed as well and a email sent out to all staff and students.
- Alcohol cannot be placed in gift basket raffles.
- If your class wishes to sell fundraiser chocolate bars this must be authorised by the Campus Manager so all monies received are tracked and invoices to the fundraising company are paid on time.
- To organise a sausage sizzle this needs to be organised a couple of months in advance as places become heavily booked. Mitre 10, Bunning's, The Warehouse and some supermarket chains have all the equipment; you just need to supply a letter on letterhead stating your intentions as a group fundraiser. This letter must be signed by your Campus Manager.
- If you complete a sausage sizzle or any other type of food stall, all hygiene regulations must be adhered to, and the cleanup is appropriate. Students collecting the money cannot serve the food. Some companies may also require you to refill the gas bottle afterwards.

Employment

We know that your aim is to obtain employment in your chosen career at the end of your course, but please remember, we are not here to find you that job. It is your responsibility to do this. We are available to assist you and included in your course is a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae (CV), interview techniques and other employment modules.

Throughout the year we are approached by the industry wanting to interview our graduates for positions that are available. To be considered you will need to ensure your CV is completed by the end of the CV module and signed off by management in order for us to consider you.

A job expo may be organised in a city or town near the campus to which industry employers are invited to meet students. There may be a restriction on student numbers attending and a criteria for eligibility to students around having exceptional attendance, being up to date with units and modules, maintaining excellent grooming and have demonstrated the key attributes for which the industry seeks.

External Support

The following agencies can be contacted should you require assistance:

Salvation Army

Community & Family Services, 691 Mt Albert Road, Auckland, Ph: 09 625 7940

Hamilton Community Ministries, 99 London Street, Hamilton, Ph: (07) 834 7000

Rotorua Community Ministries, 1115 Haupapa Street, Rotorua, Ph: (07) 346 8113

Central Division Headquarters, 202 – 204 Cuba Street, Wellington, Ph: (04) 384 4713

Christchurch Community Ministries, 9a/166 Moorhouse Avenue, Christchurch, Ph: (03) 366 8128

Dunedin Community Ministries, 160 Crawford Street, Dunedin Ph: (03) 477 9852

Citizens Advice Bureau

305 Queen Street, Auckland, Ph: (09) 377 3314

55 Victoria Street, Hamilton, Ph: (07) 839 0395

1115 Haupapa Street, Rotorua, Ph: (07) 348 3936

Central Library, 65 Victoria Street, Wellington, Ph: (04) 472 2466

141 Hereford Street, Christchurch, Ph: (03) 366 6490

283 – 301 Moray Place, Dunedin, Ph: (03) 471 5263

Work and Income New Zealand

Level 3, 450 Queen Street, Auckland, Ph: 0800 551 001

317 Victoria Street, Hamilton, Ph: (07) 957 0399

Ground Floor, 1207 Pukuatua Street, Rotorua, Ph: 0800 559 009

Wellington Service Centre, 235 – 243 Willis Street, Wellington Ph: 04 918 0174

231 High Street, Christchurch, Ph: 0800 559 009

Cnr St Andrews & Castle Streets, Dunedin, Ph: 03 455 0463

Facilities

An orientation tour will be given on the first day of the course to show you the location of the computer rooms, lunchroom and bathroom facilities.

Food and Drinks

No food or drinks (except bottled water) are permitted in the training/computer rooms. Please enjoy your lunch in the student lunchroom provided. We provide tea and coffee free of charge for all students. Please do not take your hot drinks outside with you.

It is your responsibility to clear away your empty cups and general "mess" that occurs during the day, in the training rooms and in the kitchen. There is a kitchen roster, which is shared amongst the groups to help ensure the kitchen and lunchroom are kept tidy.

Graduation

Our annual graduation ceremony is held in December and you will be advised of the details closer to the date of the event. Graduation is a time to celebrate your achievements with other members of your class, family and friends, and the staff. As soon as you know the date, make sure you enter it in your diary! Students who have successfully met the criteria for gaining the NZQA certificates and / or our certificates are all eligible to participate in graduation.

Complaints Procedures

If you have a complaint it should be taken to your Course tutor, Head of Studies or Campus Manager for discussion. It will be discussed with you and, if necessary, any other parties involved, in an attempt to solve it.

If the grievance is unable to be resolved satisfactorily then it can be taken to:

General Manager

Aviation & Travel Training Group

766 River Road, Hamilton 3210

Ph: (07) 853 0296

If the grievance can still not be resolved, it can be taken to:

New Zealand Qualifications Authority

The Terrace, PO Box 160, Wellington 6140

Ph: (04) 802-3000

For international students you can contact:
The International Education Appeal Authority
C/- Ministry of Education
Private Bag 47-911, Ponsonby, Auckland 1144
Ph: (09) 374 5481
Fax: (09) 374 5403
Email: info.ieaa@minedu.govt.nz

Learners may lodge a complaint using the 'Complaints Kit for Formal Complaints about Providers' if the provider's internal procedures do not result in satisfactory resolution of concerns. Information on this kit can be found at the following web address:

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

If you are not satisfied with the outcome of the internal complaints process, or are still deadlocked after two months, you can lodge a written complaint with the Quality Commission, PO Box 9514, Marion Square, Wellington 6141.

Internal Support Services

Impaired performance or Learning difficulties

Let us know if you have any learning difficulties that may make it more challenging for you to achieve, so we can work through an individual plan to assist you. We also have a policy around dealing with instances of impaired performance so if you think this may apply to you, please let us know.

Tutor Support

All tutors are available for additional assistance before and after class. You will be allocated a class tutor who you can go to at anytime to discuss any concerns relating either to the course or issues that are affecting your attendance or performance.

In the first two weeks you will have the opportunity to complete an Online assessment of your numeracy & literacy levels. We will then discuss these with you individually and assist you to plan some possible goals around increasing your numeracy and literacy levels. At the end of your course you will have another chance to resit the online assessment and see what gains have been made.

Regularly throughout your course, your class tutor will meet with you to discuss your progress, give feedback and discuss goals. An updated results notice for you to check will also be given out.

Q-Time

Approximately every six weeks, each student will have the opportunity to catch up with their tutor to discuss a variety of topics such as goal setting, career aspirations, academic progress etc.

These meetings allow the student and tutor to "touch base" and arrange further opportunities for discussion if required.

Class Meetings

Each campus holds a class meeting once a week. This is a compulsory meeting as it is vital to your success. A tutor is allocated to each class, to whom any issues can be addressed, as well as new ideas, memos, notices, guest speakers, industry visits etc. The Tutor will also monitor and follow up on your results.

Student Representative Meetings

Student Representatives are democratically elected by each class to meet with the Campus Manager on a monthly basis. The Student Representative is to be aware of issues and to bring to the meeting

any comments on a wide range of subjects including, administration, course delivery, resources and class meetings.

International students

For International Students the pastoral (general welfare) support person is the Campus Manager. The Campus Manager is available to assist you with requirements such as:

- Accommodation
- Cultural issues
- Road safety and Driving regulations and laws
- General student welfare requirements and requests

There is also a resource of information on the student notice board in the café.

Location of classes

Our courses may be run at our sister campus if one exists in the same city. Students are required to make their way to this location for training. All of the locations are listed below.

Auckland City: Sir George Seymour, Level 3, 7 Queen Street

Auckland City: Travel Careers & Training, Level 6, 131 Queen Street

Auckland Airport: Travel Careers & Training, 3 Leonard Isitt Drive

Wellington: Sir George Seymour, Level 4, Outwide House, 61-63 Taranaki Street

Travel Careers & Training, Level 5, Grand Arcade Tower, 16 – 20 Willis Street

Our Expectations

While you are here we expect you to behave as a tourism professional. The Travel and Tourism industry needs people who are friendly, courteous, and sensitive towards others, have a positive outlook, and who enjoy interacting with others in one to one and group situations. Please respect the other students in the course. Look after, encourage and help one another if you can. Arrive on time, give the tutors 100% and try to relax and enjoy the classes.

Swearing or any type of harassment is not regarded as appropriate to the travel and tourism industry. This includes while in class, the lunchroom, on visits, and on educational. Continued poor behaviour could lead to expulsion from the course.

Student contact with industry

If for some reason you are required to contact industry for information in a written format, please get the letter/fax/email approved by either your Campus Manager or Head of Studies. No written communication is to be sent without approval from an authorised person. You will be liable for any misrepresentation of the college.

Health and Safety

We have a genuine interest in everyone's health and safety. Although we take all possible care, accidents can happen. To assist in this process some guidelines have been established and support details listed below.

Accidents

Please report all accidents to a staff member so they can notify the Manager immediately. All campuses have a Health and Safety plan in place which is reviewed twice annually by the Campus Manager. Any accident that occurs needs to be reported to the Health and Safety Officer (Campus Manager) and logged in the accident register. An investigation will occur to identify all hazards concerned so that the issue can

be minimised and or eliminated. Should you notice any potential hazards please advise a tutor or the Campus Manager immediately.

Emergency Procedures

Should an emergency arise please follow the instructions of the appointed floor warden. Emergency procedure notices are posted in the building. Please take a moment to read these and familiarise yourself with evacuation routes and assembly areas.

Harassment

The company has clear policies and procedures for dealing with any form of harassment with which staff and students are expected to comply. We define harassment generally as actions or statements which interfere with or inhibit the staff member or students' ability to work or study in a positive and successful manner; and/or which fails to respect the dignity of an individual or group. This includes harassment based on age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability.

Procedure

- a) Any student who feels they have been harassed in any way by a staff member or student should complain to the Campus Manager.
- b) The Campus Manager (or GM) investigates the complaint.
- c) Where the person investigating determines that there is evidence that harassment of some form has occurred they may:
 - inform the student that the harassment must cease, and detail what behaviour is expected and/or
 - give the student a warning, indicating that they may be expelled

Medical Emergency

The Receptionist in each campus holds a First Aid Kit and a list of other qualified staff, for use in an emergency.

If you have any medical conditions (eg. epilepsy, diabetes) that you feel we should be aware of, please let us know. This information will be accessed only by those who need to know and could be vital in an emergency situation.

Smoking

Smoking is not allowed in the building or the entranceway to the building.

Stationery/Calculators

You will need your own calculator for the course. The calculator need only be a basic one available from stores such as The Warehouse, unless you plan to do the IATA ticketing papers.

Telephone/Fax

A phone for student use is located at reception. Calls cost \$1.00 for a local/mobile calls. Our business fax line is available should you need to send a fax at a cost of \$1.00 per fax. You will need to arrange this at Reception.

Student Fees & Withdrawal of Services

In the event of Sir George Seymour and Travel Careers & Training Ltd going in to liquidation, Public Trust will be holding the unused portion of the course for which the student has paid. If students wish they could complete any remaining units that the company have developed, by distance learning. This may allow students to complete the course from home. Sir George Seymour and Travel Careers & Training Ltd will actively try and place students with other providers and negotiate a reduced cost for the balance of any training.

Address: Student Fee Trust Account
Public Trust
PO Box 31-543, Lower Hutt 5040
Ph: 0800 494 733

Work Experience

Travel Careers & Training

The work experience module is an elective part of the course. It is scheduled once during the 19 week Certificate in Airline, Travel and Tourism course and twice during the 32 week Certificate in Advanced Airline, Travel and Tourism course. It is seen as an integral part of the TCT training programme and essential for exposing students to the work environment. It is timetabled near the end of Level 3 and Level 4 courses and can only be undertaken if all study requirements and academic work have been completed.

To be eligible to participate in Work Experience, you must meet the following criteria outlined below:

- Competent in all unit standards for the qualification you are completing
- Maintained an acceptable standard of corporate grooming throughout the course
- Maintained a positive attitude and professional manner throughout the course (see note 1 under certificates)
- Attendance level meets required standard for the qualification
- Behaved in an acceptable manner on external course related activities – educational, work experience, site visits etc

If you are not eligible to complete work experience at the end of Level 3, management may work on an agreed individual action plan with you to see you 'earning back' eligibility for work experience at the end of Level 4 and/or participation in the International Educational. Each individual action plan will be specific to the student/situation and will have different objectives as set out by management.

Sir George Seymour College

While work experience is not included as part of the course, students are encouraged to gain work experience in the industry during their course – even one evening a week or a couple of hours in a weekend is a valuable time to add to a CV.

Campus Team

Your Campus Manager will introduce you to both the administration and tutor team.

Student Declaration Form

STUDENT COPY

I have read and understood the Rules and Guidelines for 2014. I agree to abide by these as set out in the handbook. I am also happy to authorise that any photographs or videos taken of me (that are deemed appropriate by the organisation) while I am enrolled on this course can be used for marketing purposes.

Student Name: _____

Signature: _____

Date: _____

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OFFICE COPY

I have read and understood the Rules and Guidelines for 2014. I agree to abide by these as set out in the handbook. I am also happy to authorise that any photographs or videos taken of me (that are deemed appropriate by the organisation) while I am enrolled on this course can be used for marketing purposes.

Student Name: _____

Signature: _____

Date: _____