

2024 Student Handbook



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Welcome to Whitecliffe

Thank you for choosing Whitecliffe to embark on your education journey.

At Whitecliffe we pride ourselves in providing an open and creative learning experience, where we put students first. The programme you have selected is world class and will help you gain the necessary knowledge and education to pursue your career of choice.

Whilst this is an exciting step, it won't be without difficulties both external and personal, but rest assured we have the necessary team and support to help guide your journey. You are not alone!

I would like to wish you all the best for the upcoming year and look forward to meeting you in the studios, hallways and at the graduation ceremony once you complete your studies.

A handwritten signature in blue ink, appearing to read 'Feroz Ali', with a stylized flourish at the end.

Feroz Ali
Executive Chairman

ABOUT US

Whitecliffe achieved Category 1 Provider Rating, the highest ranking for educational quality in the New Zealand Qualifications Authority (NZQA) External Evaluation Report released December 2021.

Whitecliffe received the top ranking for both educational performance (Highly Confident) and educational self-assessment (Highly Confident).



OUR VALUES

Whitecliffe's purpose is to **Create Meaningful Change**.

Our values are a commitment to how we will work and treat each other.

INTEGRITY

We are trustworthy,
kind, ethical, and fair

CREATIVITY

We explore new possibilities
to create meaningful change

COURAGE

We are bold in our
aspirations and actions

BELONGING

We celebrate and embrace
diversity. We are better together.

OUR SCHOOLS

Whitecliffe has campuses in Auckland Central, Manukau, Wellington, and Christchurch.

We have five schools:

- School of Creative Arts Therapies
- School of Design Innovation
- School of Fashion + Sustainability
- School of Fine Arts
- School of Information Technology



OUR GRADUATES

Whitecliffe is committed to developing graduates who are **connected**, **creative**, **critical thinkers**, **collaborative**, and **communicators**.

CONNECTED

Make valuable contributions and connections to relevant industries and communities.

CREATIVE

Consider problems or opportunities from a variety of perspectives and develop and apply original ideas.

CRITICAL THINKERS

Question, examine, and evaluate, ideas and knowledge.

COLLABORATIVE

Work with others, learning from and contributing to a shared purpose.

COMMUNICATORS

Effectively convey meaning and gain understanding through written, verbal and electronic communications to a variety audiences.

Fee Information for Domestic Students

New Zealand law requires that all private training establishments (PTEs) registered with the New Zealand Qualifications Authority (NZQA) offer protection for student fees paid and other programme-related costs. The following information regarding your fees is important.

STUDENT FEE PROTECTION

In accordance with our legal obligations, Whitecliffe provides fee protection for student fees and related costs through the Public Trust who act as independent trustees.

- At enrolment, you will sign an application to set up your Student Fee Trust Account. All your fees will be paid to Whitecliffe progressively after you have commenced your programme.
- No fees are transferred to the Whitecliffe account until eight days after you have started the programme. This ensures that the funds are available for refund should you withdraw from the programme within those eight days.
- In the unlikely event that Whitecliffe is unable to complete the programme the Public Trust will refund any fees owed to you or, if you have taken out a student loan, will pay them back to StudyLink.

For more information about the Public Trust Fee Protect service, visit publictrust.co.nz or phone Public Trust on 0800 494 733.

STUDYLINK - LOANS + ALLOWANCES

Student loans, and allowances are administered by StudyLink. You can check progress with your loan as well as refer any queries you may have about finances to our Student Finance team. If you have obtained either a student loan or student allowance, we recommend that you read the information at studylink.govt.nz. It is your responsibility to be aware of your obligations in respect of student loans and/or allowances.

FEES FREE

You may be eligible for the New Zealand Government's fees free scheme which provides for a year of fees free tertiary education. Eligibility for fees free is checked at enrolment by entering your student NSI number at www.feesfree.govt.nz/eligibility-criteria

WITHDRAWAL + REFUNDS

Once you have accepted a place at Whitecliffe by signing and returning the enrolment contract, any withdrawals must be advised by completing the Variation of Enrolment (VOE) form. Your Programme Leader or Admissions Officer will send you the link to the form.

The Student Withdrawals and Refunds Policy will be provided to you prior to enrolment and is also on the Student Hub on SharePoint under Student Policies. Refund policies are established in compliance with the Education Act 1990 and provide the following:

Withdrawal	Explanation	Outcome
Before the commencement of the course	Before the first day of required attendance or learning (on-line or in-class)	You will receive a full refund
Within eight (8) days (including weekends) after the commencement of the course	After the first day of required attendance or learning (on-line or in-class)	You will receive a refund minus a charge the lesser of: <ul style="list-style-type: none"> • programme fees paid minus an administration charge of \$500, OR • 10% of the programme fees paid
Within eight days (including weekends) after the commencement of the course and you have NOT paid any fees	After the first day of required attendance or learning (on-line or in-class)	<ul style="list-style-type: none"> • You will pay an administration charge of \$500, OR • 10% of the advertised programme fee
Withdrawal after eight days (including weekends) after the commencement of the course.	After the first day of required attendance or learning (on-line or in-class)	You will not receive any refund and will be required to pay any outstanding fee balance.

NOTE: In your VOE application, you can apply for an exemption from paying or forfeiting payments if you feel there are exceptional circumstances beyond your control that you would like considered. This also applies to any request to carry over fees pending enrolment in the next programme intake.

Fee Information for International Students

Whitecliffe welcomes international students and is committed to your success. We have a dedicated team who can offer support to ensure that you understand our systems, have accommodation, and know what agencies there are to help you. We want you to enjoy your time with us.

IMMIGRATION + VISA REQUIREMENTS

Please talk with the International Business Consultant regarding visa applications and time frames. Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration website at immigration.govt.nz

You must request a letter from the International Business Consultant confirming study at Whitecliffe two months before your visa is due to run out. Visa applications are to be submitted to Immigration New Zealand.

MEDICAL + TRAVEL INSURANCE

You are required to have medical and travel insurance specifically designed to cover your journey to and from New Zealand and the time spent in New Zealand.

ELIGIBILITY FOR HEALTH SERVICES

Generally, you are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you are likely to be charged the full costs of that treatment. Full details on any entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at www.health.govt.nz

ACCIDENT INSURANCE

As a temporary visitor to New Zealand, you will be entitled to The Accident Compensation Corporation insurance where you need treatment due to accidental causes. However, you may still have to pay for some medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

WITHDRAWAL + REFUNDS

Withdrawal	Explanation	Outcome
Before the commencement of the course	Before the first day of required attendance or learning (on-line or in-class)	You will receive a full refund
Within ten (10) days (including weekends) after the commencement of the course	After the first day of required attendance or learning (on-line or in-class)	You will receive a refund of programme fees minus an administration charge of 10% of the programme fees. In addition, you may also be required to pay up to 25% of any associated costs.
Withdrawal after 10 days (including weekends) after the commencement of the course.	After the first day of required attendance or learning (on-line or in-class)	You will not receive any refund and will be required to pay any outstanding fee balance.

NOTE: In your VOE application, you can apply for an exemption or forfeiting payments if you feel there are exceptional circumstances beyond your control that you would like considered.

ATTENDANCE

Attendance is required for you to retain your visa entitlement. If you are studying at Levels 4 to 6, you must attend classes on-campus for a minimum of 20 hours per week. If you are enrolled in a degree or post graduate qualification you must meet the specific attendance requirements for your programme. Attendance includes classes delivered online and required online learning hours. You may be required to attend in-class sessions on campus, or online sessions that don't need you to come onto campus. If you fall below the required attendance (on-site or online) you will be offered support to assist you to meet the attendance requirements. If your attendance continues to fall below the required level, Whitecliffe is legally required to notify Immigration NZ, and your visa may be revoked.

- You are responsible for informing Whitecliffe by emailing or talking to the Programme Leader, lecturer or reception if you are unable to attend any classes.
- If you are absent for three consecutive days or more, you may need a doctor's certificate.

Health and Safety

Whitecliffe is committed to maintaining a safe work and study environment to ensure everyone's health and safety.

While we will do what we can to meet Health and Safety requirements, you need to play your part in being familiar with the information below as well as responding appropriately in situations related to your Health and Safety and that of others.

- Familiarise yourself with the location of first aid kits at your campus and find out who the trained first aiders are.
- Find out any specific health and safety aspects of the campus where you are studying, and safety rules around the tools and equipment you will be using.
- Should you notice any potential hazards, please advise a lecturer or reception immediately
- Read the evacuation procedures displayed throughout the campus in which you are studying, noting the assembly areas for each building and the nearest emergency exit.

LOCKDOWN PROCEDURES

In the unlikely event you are notified that a lockdown is necessary for your safety, the following will apply:

1. If you are in a public space (stairwell, toilet, reception, hallways, etc.) move to the closest room immediately and as quietly as possible.
2. Close and lock all doors and windows and turn off lights and any equipment emitting noise or lights such as computers.
3. Sit in silence out of sight of windows.
4. Stay like this until the 'all clear' is given. This will be communicated verbally in person by the CEO(or delegate), or the police.
5. Once lockdown has been lifted you should assemble in the largest room within your campus for a debriefing.
6. You will not be allowed to leave the premises until told by police or the most senior staff member present it is safe to do so.

PANDEMIC

In the event of a pandemic Whitecliffe will follow the Ministry of Education guidelines. Please actively monitor your @mywhitecliffe.com email account and Canvas communications.

Whitecliffe will do everything possible to ensure you can continue to learn and make progress in your studies by providing resources and teaching online.

IN THE EVENT OF A FIRE

Emergency evacuation drills are carried out regularly. Campus notices are posted with details of site-specific assembly points for your location

If you discover a fire:

1. Raise the alarm immediately by operating the nearest fire alarm.
2. Call the fire brigade by phone on - 111.

If you hear the alarm/siren leave the building immediately and assemble in the designation assembly point, remaining there until the Fire Control Officer gives the 'all clear'.

What you can expect from us

EQUAL OPPORTUNITY

Whitecliffe is committed to equal educational opportunity for all, regardless of ethnicity, cultural heritage, national origin, creed, gender, marital status, age, sexual orientation, or disability.

PASTORAL CARE

Whitecliffe supports students through their learning journey in accordance with the Pastoral Care of Tertiary and International Students Code of Practice 2021. You can get a copy of the Code of practice from nzqa.govt.nz or from the Student Hub on SharePoint.

PRIVACY OF INFORMATION

Personal information provided to Whitecliffe while you are a student is confidential. We will ensure that all use of student data at Whitecliffe are carried out ethically and in accordance with all legal requirements. Whitecliffe will not disclose this information to a third party unless it is a related government agency and a requirement of your studentship, or you have signed a third-party disclosure form. The Privacy Act 2020 rules state that you should:

- know when your information is being collected
- know what this information is used for or why it is being shared appropriately
- be assured that your information is kept safe and secure
- be able to access to your information

For further information go to www.privacy.org.nz/privacy-act-2020

CONCERNS AND COMPLAINTS

Whitecliffe Student Concerns and Complaints Policy and Procedures details the process for responding to your concerns and complaints.

Concern

- You can express concerns in your Student Surveys, or directly to your lecturer or person you are dealing with.
- Concerns are used to improve programmes and services.
- Where possible we will let you know what improvements we have made because of your feedback.

Informal Complaint

- You should try to resolve issues with the person you have taken your complaint to. In most cases this will be your lecturer.
- If the issue can't be resolved and you consider it seriously impacts on you, the matter maybe escalated to the next level manager – generally this will be the Programme Leader.

Formal Complaint

- If you have gone through the steps above, you can put your issue in writing, using the online form in the Student Hub stating exactly what the issue is, when it occurred and what you think needs to be done to resolve it.
- You are entitled to have an advocate or support person with you throughout the process.

- A full investigation of the issue will take place and consideration of all evidence will occur prior to any decision being made.
- All formal complaints will be responded to in writing, and copies of correspondence uploaded to the complaints register.
- If, after using internal processes outlined in the policies, you feel the situation remains unresolved, you can submit your complaint through the [NZQA website](https://www.nzqa.govt.nz), or [istudent.org.nz](https://www.istudent.org.nz) at no cost. If you need more information, contact NZQA on 0800 697 296

Serious Formal Complaint

- Serious formal complaints such as harassment, bullying, or physical violence, will be referred directly to a member of the Executive Team.
- Your safety and protection is our priority.
- We may suggest that you seek the advice and support of a specialised agency.

The Pastoral Care team can guide you through the process.

RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER

Whitecliffe has processes for recognising previous learning or experience as being equivalent to learning within a programme of study, Credit Recognition Policy. Credits may be granted to any learner holding credits for completion of a programme that matches the learning outcomes and is at the same level to the qualification being enrolled into. Credits can only be granted for whole courses within a qualification. Partial credit cannot be awarded.

Experience can also gain credits where there is clear evidence that this leads to learning that matches the qualifications learning outcomes. You will be required to produce a portfolio of evidence of your prior experience that is relevant, and what learning you have gained from this. Recognition can be given only for whole courses within a qualification. Partial recognition cannot be awarded.

You should seek the advice of the Admissions Advisor or Programme Leader if you wish to apply for credit recognition or credit transfer. An administration fee may be charged.

ASSESSMENT

Detailed information about assessments can be found in your Programme Information.

All courses will be formally assessed, and you should be given information about what is required and when at the start of each course. If you have any concerns about assessments, please discuss this with your lecturer.

Results are provisional until they have been formally approved. At the end of your studies, generally at graduation, you will receive your Academic Transcript which is a full record of your achievement. You may request an additional copy of your Academic Transcript for a \$50 fee. If you wish to receive your academic transcript by post you will need to ensure that Whitecliffe has your correct postal address.

ASSESSMENT IN TE REO MĀORI

Whitecliffe acknowledges the principles of the Treaty of Waitangi and endorses the right of its students to use Te Reo Māori in assessments. If you are fluent in Te Reo and wish to be assessed in it, you should inform your Programme Leader ten days prior to the start of your course. This will allow them to find a suitably competent person to either assess your work, or, if they are not a subject expert, translate it so it can be assessed.

COURSE PASS REQUIREMENTS

You will be provided with details of assessment requirements including what you must achieve to pass each assessment, each course and to graduate.

EXTENSIONS

Whitecliffe expects you to practice good time management and prepare for assessments in advance of the due date. This is part of being work-ready. In circumstances beyond your control, you may not be able to meet the deadline. Such circumstances would include illness, bereavement, or other extenuating circumstances. Wherever possible, application for an extension should be made at least two days prior to the assessment deadline. It is likely that evidence will be required to substantiate the request, [Assessment policy](#).

LATE SUBMISSIONS

It is important to be aware of what will happen if you submit your assessment late, as this will be subject to a late submission penalty, which will impact on your mark or grade.

STUDY CONTRACTS/STUDY PLAN

Under certain circumstances, an individual study contract or study plan may be developed to support you to meet programme requirements. Failure to meet the requirements of the study contract/study plan may result in your being asked to leave the programme.

ACADEMIC RECONSIDERATIONS + APPEALS

If a decision has been made that you consider was not correct, you can request that it be reconsidered or reviewed. Details of this are in the [Student Reconsideration and Appeals Policy](#).

Reconsideration

- If your request related to an assessment result, based on the information you provide the Head of School will decide whether to have the assessment is reviewed or re-marked.
- If the assessment is reviewed and it is found that there were problems with the structure, instruction, or context of the assessment you may be offered one of the following:
 - To resubmit the assessment
 - To do a similar assessment
 - To have the result adjusted
- Where the Head of School considers that your assessment should be re-marked it will be sent to different lecturer in that subject area, with any personal identification removed. If it is a practical assessment, the lecturers' instructions, marking criteria and comments will be sent.

Academic Appeal

- Where you have tried to resolve the issue with the lecturer and the Head of School, you may appeal in writing to the Chief Academic Officer.
- You must state exactly what the issue is, what assessment it relates to, when it occurred, what evidence you have to support your appeal.
- The CAO will review all the evidence and make the final decision.
- If, after using internal processes outlined in the policies, you feel the situation remains unresolved, you can submit your complaint through the [NZQA website](#), or istudent.org.nz at no cost. If you need more information, contact NZQA on 0800 697296

What we Expect from you

ACADEMIC INTEGRITY

As a student a tertiary institution such as a University, Polytechnic or Private Training Establishment (PTE), you are expected to demonstrate academic integrity. Cheating or copying another person's work is not permitted. Plagiarism, that is presenting someone else's ideas, concepts, images, or creative work of as your own is not acceptable.

Academic misconduct is taken seriously and may result in lower grades or, if very serious, exclusion from the programme.

If you are unsure about expectations, check with your lecturer. Information can also be found in the [Academic Integrity and Misconduct Policy](#) on the Student Hub on SharePoint.

CODE OF CONDUCT

The Code of Conduct found in the [Student Code of Conduct and Discipline Policy](#) is designed to promote the safety and well-being of the Whitecliffe community through the development of mutual respect, tolerance and understanding. As a student you are expected to behave responsibly and abide by Whitecliffe's policies, regulations, and rules.

It is expected that as part of the Whitecliffe we will demonstrate our values of Integrity, Courage, Creativity, and Belonging.

Acceptable behaviour reflects manaakitanga, whanaungatanga, kotahitanga and kaitiakitanga.

Principle	Unacceptable behaviours
Manaakitanga	<ul style="list-style-type: none"> • Bullying, harassment or discrimination against others • Purposefully offensive or personal attacks, whether physical or non-physical, on others or their property • Behaving aggressively, violently or in ways that make others feel unsafe or unwelcome, or • Abuse of power held over others by virtue of the position or status.
Whanaungatanga	<ul style="list-style-type: none"> • Failing to respect and acknowledge the rights of others, or • Failure to comply with the rules, policies, and procedures of Whitecliffe.
Kotahitanga	<ul style="list-style-type: none"> • Failing to be supportive of others' learning, or • Interfering and being disruptive, hindering the progress of others • Providing false information to Whitecliffe that impacts on decisions and outcomes.
Kaitiakitanga	<ul style="list-style-type: none"> • Not respecting our environment and community • Failure to protect and respect this code or codes of conduct relevant to specific professions • Disrespecting our learning environment or legal obligations e.g. being under the influence of drugs or alcohol, using of viewing offensive material.

ATTENDANCE

Attendance in class or on-line is essential for your success. Non-attendance is the biggest factor leading to failure. Where a programme has an attendance requirement and attendance falls below this, you will be notified, and support given to help you improve your attendance. However, if this continues, you may need to be withdrawn from the programme with no refund, and where applicable, StudyLink, or in the case of International students, NZ Immigration will be informed.

WORK PLACEMENTS + INDUSTRY PROJECTS

If during the course of your studies you are required to interact with external businesses, organisations or individuals, you are bound by the Code of Conduct and are expected to behave with honesty, respect and integrity. If you find yourself in a difficult situation while undertaking such interactions, please remove yourself from the situation and contact your lecturer.

COMPUTER USE

There are strict protocols around the use of computers at Whitecliffe. You are not permitted to install any software onto any Whitecliffe computer without the permission of the Whitecliffe IT Support.

- If you become aware that a Whitecliffe computer is infected with a computer virus (i.e. through on-screen warnings etc.) you must contact Whitecliffe IT Support immediately before continuing to use the equipment. support@whitecliffe.ac.nz
- Please use your OneDrive to store your files online, you get 1 TB of Cloud Storage with your Whitecliffe account. You must take responsibility for your files by backing up regularly.
- If you store files on your local computer (desktop or documents folder) please make sure either to copy these onto your OneDrive Cloud Storage or USB Flash Drive. Whitecliffe does not guarantee files stored on Whitecliffe computers.
- Access to the Internet is open. However, access to objectionable or inappropriate material is prohibited. Objectionable or inappropriate content/material can be defined as material that a reasonable person would consider harassing, abusive, threatening, harmful, vulgar, profane, obscene, excessively violent, racially, ethically or otherwise objectionable or offensive. Note – there are no exemptions for research purposes and thus accessing such material may lead to police action against the accessing individual. More information can be found in the Films, Videos and Publications Classification Act 1993 (New Zealand Legislation website). Films, Videos, and Publications Classification Act 1993 No 94 (as at 12 April 2022), Public Act Contents – New Zealand Legislation.
- Computing equipment and access to the Internet are provided by the Whitecliffe students for work, study, and research purposes and not for personal use. If you decide to use Whitecliffe supplied computer or other digital device for personal use, you will be subjected to Whitecliffe monitoring. Whitecliffe monitors the usage and content of Whitecliffe computers, servers and associated devices. Monitoring is an ongoing activity of the IT Services Department which uses software tools to check the digital characteristics of files that may signal compliance or cyber security risks. Monitoring can occur at any time, and without prior notice to the student using the computer.
- When a problem file is found, IT Services may initiate a further investigation and take action to resolve the risk in accordance with the relevant Whitecliffe policies and procedures. Whitecliffe may, with the prior approval of the management examine in detail the content, of any computer which has been provided by Whitecliffe, or which is connected to its networks (including WIFI), at any time, and without prior notice to the student using the computer. This includes accessing emails or other electronic communications, and any data stored on or processed through the Whitecliffe networks. IT Service Department will advise the relevant Management Staff, Learning Resources as appropriate of any suspected breaches.
- Any suspected breaches will be investigated and may be viewed as serious misconduct which could result in disciplinary action being taken.

BRINGING YOUR OWN DEVICE (BYOD)

The table shows the IT minimum recommendations for a device used for your studies at Whitecliffe.
The table also shows where a school has additional requirements.

Minimum BYOD Specs for ALL WC students	
<ul style="list-style-type: none">• Intel i3 dual-core or equivalent processor• 8GB RAM• 50GB free storage space• Wireless capability 802.11n dual-band• Up-to-date antivirus software• Windows 10 OR Apple Mac OS 10.6 (Leopard) or higher, preferably 10.x Yosemite or higher OR <ul style="list-style-type: none">• Apple MacBook Air with M1 Chip (base model) NO: <ul style="list-style-type: none">• Chromebooks• Windows X or Windows SOS• Tablets (except Windows Surface Pro)	
School of Information Technology	School of Fashion Design and Sustainability
Upgrade to: 16 GB RAM (minimum 8) with at least <ul style="list-style-type: none">• 500GB of storage• Intel i5 or equivalent• AMD Ryzen5 or equivalent processor• Unlimited data plan.	No additional requirements.
School of Fine Arts	School of Creative Arts Therapy
<ul style="list-style-type: none">• Apple Macbook Pro (preferred) AND <ul style="list-style-type: none">• Dedicated GPU (Graphics card) OR <ul style="list-style-type: none">• Windows with 16 GB RAM (minimum 8) with at least 500GB of storage• Intel i5 or equivalent or above• AMD Ryzen5 or equivalent processor• May use Apple iPad Pro for drawing.	No additional requirements.
School of Design Innovation	
<ul style="list-style-type: none">• Apple MacBook Pro (preferred) AND <ul style="list-style-type: none">• Dedicated GPU (Graphics card)• May use Apple iPad Pro for drawing.	

Supporting Your Journey

Your wellbeing is our priority. We have a range of services to support your journey from enrolment to successful completion. Please reach out if you need help or support with anything whether you are learning from home or onsite. If we can't help you directly, we will assist you to find the right support from an external source.

Whitecliffe is committed to providing students with specific help in the areas of pastoral support, academic and learning assistance, and library services.

PASTORAL SUPPORT

The pastoral support team are committed to providing ongoing support and advice for student safety and wellbeing. Issues they can help you with include, but are not limited to personal, family or financial difficulties, physical health, mental health, stress, anxiety, physical disabilities, learning difficulties, and any other issues that may affect learning progression and success. Our pastoral support team are:

- approachable, helpful, respectful, and professional at all times.
- consistent, and committed to equitable treatment for all.
- respectful of confidentiality and safety.
- responsive, endeavouring to respond as soon as possible to critical incidents.

CLEARHEAD

Clearhead is an online Mental Health and Wellbeing website that is free to use for all Whitecliffe students. Clearhead has a pool of counsellors in various locations. You are entitled to three free counselling sessions and may have more at your own cost. You can access Clearhead through the SharePoint Student Hub.

YOUR STUDENT HUB

You will have access on SharePoint to the [Student Hub](#). This contains information that will help you through your student journey including [IT Support](#), [Pastoral Care Information](#), [Policies](#) and [Procedures](#) and much more. You will receive updated information and notifications through your Student Hub.

LEARNING MANAGEMENT SYSTEM (LMS)

Whitecliffe has a learning management system called Canvas. Canvas helps you to:

- Keep track of the work you are assigned by your lecturer, grades, and feedback
- Organise all of the learning material your lecturer has created
- Helps you stay in touch with other members of your class.

There are introductory modules to help you get familiar with Canvas. Each module focuses on one Canvas tool. You may move through the Modules in order, or you can open only the Modules you would like to learn more about.

ACADEMIC + LEARNING SUPPORT

All academic staff are committed to your success and to developing a positive teaching and learning culture with students (Ākonga) at the centre, that is characterised by respect, inclusion, empathy, collaboration, and safety. They will help you with areas that you are having difficulty with.

STUDENT VOICE GROUP

The Student Voice Group (SVG) is made up of up to 12 members reflective of the diverse student community at Whitecliffe and includes members from all Schools, qualification levels and campus locations.

The SVG meets regularly and provides consultation and communication with Whitecliffe management. It strengthens student relationships, provides different perspectives on the learning experience and support services provided by Whitecliffe, raises issues and provides feedback to Whitecliffe on issues that affect students.

Nominations are sought annually. Watch the SharePoint Student Hub for details and announcements.

LIBRARY SERVICES

Library opening hours are as follows:

- 8.30am – 4.30pm, Monday – Thursday
- 8.30am – 12.30pm, Friday

Library staff are available in person, by phone or email during these hours throughout the year, including semester breaks.

Detailed information on Library services can be found on the [Library website](#) or link from the [Student Hub](#) – including how to use the Library, searching our online and print collections, borrowing and more.

Library staff can help you get the most out of the Library and its resources – please contact us.

OTHER SERVICES

The Pastoral Care Coordinator or Campus Manager maintains a file of resources available to you if you need assistance or support.

There are many agencies that can help you. Some examples are:

- **Alcohol Drug Helpline**
0800 787 797
- **Citizen's Advice Bureau**
0800 367 222
- **Family Planning Association**
09 524 3341
national@familyplanning.org.nz
- **OUTline New Zealand**
0800 688 5463
- **Rainbow Youth**
09 376 4155
rainbowyouth.org.nz
- **Women's Refuge**
0800 733 843
- **Rape Crisis**
0800 88 33 00
rapecrisisnz.org.nz
- **Problem Gambling Foundation**
0800 664 662
- **SHINE - Domestic Violence Helpline**
0508 744 633
2shine.org.nz
- **SHAKTI**
0800 742 584
shaktiinternational.org
- **Ethnic Social Services**
nzess.co.nz
- **Embassies and Consulates**
mfat.govt.nz/en/embassies

CAREERS AND EMPLOYMENT SUPPORT

Whitecliffe has a dedicated Careers and Employment Team to support you. Whether you're looking to earn while you learn with some part time or casual employment, or an internship/work placement to help you gain relevant experience to add to your CV, the careers team is here to support you.

During your studies we will hold regular workshops and events through our Careers Lab. These will help you put together your CV, cover letter and practice your interview skills. Our events will introduce you to the people that we work with. These Events are designed to support your successful future, these may include, how to start your business and create your own brand to name a few. Check out our regular Careers Lab events and register your interest.

Whatever your future aspirations are, book some time and talk to us, so that we can support your future! And remember to keep an eye out for upcoming Workshops, Events, our Annual Careers Week and Guest Speakers.

All career services are available in [Careers + Employment](#) on the Student Hub on SharePoint, including resources, current vacancies, and access to your Career Development Consultants.

SURVEYS

During your time at Whitecliffe you'll be asked to complete regular surveys that help us keep improving our programmes, and services. Your feedback on individual courses, your experiences getting started with us, and more, is valued and contributes to planning and decisions at all levels of Whitecliffe. Responding gives you the opportunity to let us know what we're doing well and how we can improve. You are strongly encouraged to respond thoughtfully and fully.

STAYING CONNECTED

Keep your contact details updated! If you move house, change phone numbers, or have a new personal email address, please update your details with Student Registry. This helps us to stay connected with you while studying and make sure you receive all the information required to make the most of your time at Whitecliffe.

After you graduate from Whitecliffe we would like to keep in touch with you to see how you are doing. It is important for us to assess whether we have provided you with the right skills and knowledge to competently undertake the requirements of the roles the programme leads to. We need to know if we could have done better to prepare you for the world of work whether it be full-time, part-time, self-employment, paid or voluntary. We would also like to contact your employer, where relevant, to ask how well we prepared you for work. We also look forward to hearing about your successes and would like to collect these stories to encourage others to undertake study in preparation for exciting and challenging careers.

