



The National School of Aesthetics
Student Handbook 2024
version 1.0

Version	Release Date
2020 version 1.0	20 August 2019
2020 version 1.1	20 November 2019
2020 version 1.2	9 December 2019
2020 version 1.3	14 February 2020
2021 version 1.0	3 August 2020
2022 version 1.0	10 September 2021
2023 version 1.0	9 September 2022
2023 version 1.1	21 November 2022
2024 version 1.0	16 August 2023

Disclaimer: This Student Handbook and the contents within were correct at the time of printing. We reserve the right to alter any information as listed in this Student Handbook or on our Web site. While every effort is made to ensure the information presented is up-to-date and accurate, this Student Handbook should only be indicative, and students should check the Downloads section on our Web site for the current version of this document. Some dates within this document are indicative and may be subject to change. Some information may be subject to approval and / or audit by external agencies.



Ethics, Rules and Behaviour

While you are studying with us, you will need to follow ethical guidelines, abide by our rules and regulations, and demonstrate a certain standard of behaviour. This section dives into these expectations from you, including your academic integrity, the rules and regulations, non-attendance, working with clients, health and safety, your behaviour, and so on.

In This Section

- [Code of Ethics and Behavioural Guidelines](#)
- [Academic Integrity](#)
 - [Academic Integrity at the National School of Aesthetics](#)
 - [Academic Dishonesty](#)
 - [Types of Academic Dishonesty](#)
 - [Responses to Violations of Academic Integrity](#)
 - [Appeal to the Response to Violations of Academic Integrity](#)
- [Rules and Regulations](#)
 - [Attendance](#)
 - [Illness \(Documented\)](#)
 - [Punctuality](#)
- [Non-Attendance, Non-Compliance or Enrolment Termination](#)
 - [Repercussions for You and Your Rights](#)
- [Disciplinary Actions](#)
- [Working with Clients and Models](#)
 - [Clinic Day](#)
 - [Practicing on Models](#)
 - [Models for Assessment](#)
 - [Parking for Clients and Models](#)
- [Health and Safety](#)
- [Harassment and Bullying](#)

Code of Ethics and Behavioural Guidelines

The [Code of Ethics](#) is the cornerstone of guidelines we follow. We have shared these guidelines with you in [the About Us section](#).

We expect a certain standard of behaviour at our school, and if you do not follow this, we may discipline you, or, if we find gross misconduct, we may suspend you, ask you to leave the programme, or expel you, based on legal advice we receive from our solicitors.

As a student, you should:

- Follow the example the Code of Ethics lay down for your behaviour.
- Attempt to remain impartial and open to new ideas and the ideas of others.
- Work as a team with your fellow students, the staff, and the school.
- Try your hardest and remain positive.
- Put aside personal prejudices.
- Perform and receive all treatments expected in your programme, unless medically unable to receive / perform them. A medical professional may need to clear / substantiate this, and if you are unable to perform some treatments, you may be ineligible to qualify fully.

You should **not**:

- Engage in gossip.
- Slander or degrade other students, the staff, the school, or others.
- Actively engage in bullying, prejudicial or discriminatory behaviours.
- Engage in activities that may injure, maim, hurt, or otherwise harm other students, the staff, the school, or others.
- Express or demonstrate personal prejudices.
- Participate or organise activities or events that may bring you, your fellow students, the staff, the school, graduates of the school, or any affiliates of the school into ill repute.
- Refuse to have a required treatment performed on you or to perform a treatment on another unless you are medically exempt from it.

You can find more information at www.nasa.co.nz/students/during-your-course/behavioural-guidelines/

**You must maintain a standard of acceptable behaviour while attending the school.
If you do not, you may face disciplinary procedures.**

Academic Integrity

The National School of Aesthetics thanks and honours [Westmont College](#) (Santa Barbara, CA, USA), who have graciously given us permission to adapt [their Academic Integrity policies and procedures](#) for our own use.

Academic Integrity at The National School of Aesthetics

The beauty industry acts within strong ethical guidelines. A qualified beauty therapist, nail technician, or spa therapist needs to remain honest in all her dealings with various people and organisations she interacts with, and she also should hold the knowledge and skills to give her clients the best outcome for each individual client.

At the National School of Aesthetics, we encourage our students to think critically about their learning, their profession, their treatments, their products and their industry. Students should learn and grow their knowledge, and how to apply that knowledge to individual treatments for individual clients, sometimes uniquely different from others. They should act with integrity not only in their learning and assessments but also in the industry. Students are studying with us to become the best beauty therapist, nail technician, or spa therapist they can be.

We will not tolerate academic dishonesty from students, including, but not limited to, cheating, collusion, falsification, and plagiarism.

Academic Dishonesty

Types of Academic Dishonesty

Cheating

Cheating is defined as you:

- Attempting to gain credit for work obtained by deceptive means from another person or another source; and / or
- Deceptively aiding another person for that person to gain credit for work.

Cheating can include, but is not limited to, you:

- Talking with another student during an assessment or examination;
- Using hand or other signals with another student during an assessment or examination;
- Having or accessing unauthorised items, such as a mobile phone or cheat sheet, to obtain information for an assessment or examination;
- Copying or sharing information during an assessment or examination;
- Taking, using, sharing, and / or posting an assessment and / or exam, questions from an assessment and / or exam, or answers from an assessment and / or exam;
- Leaving an assessment or exam to obtain information for the assessment or exam;
- Misrepresenting the procedure used to take an assessment or exam, or complete an assignment, project, or case studies.

Collusion

Collusion is defined as you:

- Working with one or more people in an attempt to individually gain credit for work which may or may not be yours and / or one or more of your collaborators.

Collusion can include, but is not limited to, you:

- Working with one or more students on an individual assignment, including projects and case studies, and presenting this work as your own; and / or
- Submitting the same or similar work as one or more students, whether current or past students, and presenting this work as your own.

We generally do not issue group assignments, so you should assume you need to complete all your assignments by yourself, unless otherwise instructed by the senior NaSA team member in charge of the assignment.

Falsification

Falsification is defined as you misleading through altering:

- Documentation
- Information
- Other evidence

Falsification can include, but is not limited to, you:

- Making up or falsifying data, analysis, citations or other information for assignments, assessments, case studies, examinations, or any other academic work;
- Forging or altering official documents, credentials, or signatures;
- Misrepresenting your academic accomplishments, credentials, experiences, or expertise;
- Withholding information related to admission, enrolment, recognition of prior learning, credit transfer, cross-crediting, disciplinary actions, academic status, medical conditions, contraindications, previous learning, previous serious charges and / or convictions, and so on.

Plagiarism

Plagiarism is defined as you presenting someone else's work as your own through:

- Using or copying another person's words
- Mimicking or utilising another person's line of thought
- Miming, copying, or using another person's organisational structure.

Plagiarism occurs when you do not:

- Cite the sources properly; and / or
- Gain permission from the original author to use his or her work.

When you do not cite the sources used in your work, you are essentially stealing the material that is not your own; therefore, plagiarism is a form of dishonesty. When you plagiarise, you violate your relationships with classmates, graduates, tutors, other NaSA team members, and the industry in general, and you violate the legal rights of the people who created the work in the first place.

Another person's "work" can include, but is not limited to:

- Drawings and paintings

- Photographs of treatment outcomes
- Case study and statistical data
- Papers and essays
- Articles or chapters
- Tables and figures

If any information you use can be considered the intellectual property of another person and you use it without correct acknowledgement of the original source, this is plagiarism.

Stating widely known facts, such as, “the molecular composition of water is two hydrogen atoms to one oxygen atom” or “the ocean is comprised of salt water”, is not generally considered plagiarism.

Types of Plagiarism

Plagiarism can take several forms and vary in severity. All forms are unacceptable in all submitted assignments, including projects and case studies, unless a tutor specifies otherwise.

<p>Minimal plagiarism</p>	<p>Minimal plagiarism is defined as doing any of the following without attributing the original source:</p> <ul style="list-style-type: none"> • Inserting a word-for-word phrase of 2 to 3 distinct words from a source • Replacing certain words for other words meaning the same thing into the original sentence instead of rewriting the entire sentence from a source • Reordering the clauses within a sentence from a source • Imitating or mimicking a sentence, paragraph, or organisational structure, or writing style of a source
<p>Substantial plagiarism</p>	<p>Substantial plagiarism is defined as doing any of the following without attributing the original source:</p> <ul style="list-style-type: none"> • Inserting word-for-word sentences or longer passages from a source • Combining paraphrasing with word-for-word sentences from a source to create a paragraph or more of text • Using or mimicking a source’s logic, thesis or ideas • Repeatedly engaging in minimal plagiarism

Complete plagiarism	Complete plagiarism is defined as doing any of the following without attributing the original source: <ul style="list-style-type: none">• Turning in or presenting someone else’s complete published or unpublished work• Submitting another student’s work for an assignment, with or without that person’s knowledge and / or consent• Using information from any school’s old assignments• Downloading a work from a Web site and submitting it as your own work• Buying a work from a mail order company or Web site and submitting it as your own work• Resubmitting, reusing, or modifying a previously submitted work (from another course or programme, for example) for a current assignment without written approval from your previous and current tutors
----------------------------	--

Responses to Violations of Academic Integrity

Where a violation of academic integrity is suspected to have occurred, the tutor marking the assessment, or the tutor observing the assessment, should bring this to the attention of the Principal or Board of Directors. It may also be discussed with the Education Team, or the wider NaSA Team.

In most cases, you would receive 0% (fail mark) for the assessment in question, at least.

In more serious cases of violations of academic integrity, the Academic Council or their representatives may meet with you to discuss the case. Responses can include, but are not limited to:

- You receiving a fail mark for the assessment in question;
- You receiving a written warning to go permanently on your file;
- The school suspending you from attending class for a specific period; and / or
- The school expelling you from your programme without refund.

The relevant authorities may also be notified.

You have the right to have an advocate (such as parent, sibling, or friend) attend the meeting with you. The Student Liaison Officer may fill this role in cases where you have no advocate. The advocate cannot be a lawyer or other legal professional, and the advocate role is to support you, not to intervene on your behalf.

Where instances of violations of academic integrity are discovered after you have completed your programme, we may:

- Delay the issuing of the qualification(s);
- Withhold the issuing of the qualification(s); and / or
- Rescind the qualification(s).

We may also notify relevant governing bodies such as the New Zealand Qualifications Authority and other relevant authorities.

Appeal to the Response to Violations of Academic Integrity

If you have been sanctioned as a response to violations of academic integrity, you have the right to appeal the decision.

Your appeal must:

- Be in writing (by signed letter);
- State the specific reason(s) for the appeal;
- Outline the specific grounds on which you are appealing;
- Be received by the Board of Directors or their representative from you within 3 school days after the decision is reached.

The appeal process is not a new hearing into the case, but it is in place to determine whether a new decision should be considered where:

- There may be a procedural error;
- New information has become available; and / or
- The original sanction(s) issued could be considered excessive.

During the appeal process, the Board of Directors reserve the right to set aside sanctions or keep them in place.

After a review, the Board of Directors will issue their findings in writing within 15 school days after the appeal is received. The decision may be one of the following:

Original Decision Upheld	If the review of the appeal determines no change in the original response to violations of academic integrity, then the original decision will be upheld.
Original Decision Modified	If the review of the appeal determines a change in the original response to violations of academic integrity, then the original decision will be modified. The modification may include sanctions being decreased, being modified, or being revoked.

The appeal decision will be the final decision made by the National School of Aesthetics on the matter, and no further appeals will be considered.

Rules and Regulations

Our Rules and Regulations alter with changes implemented by governing bodies. Familiarise yourself with the rules, located in [Appendix 2](#) of this document. Also see the [Attendance](#) section of this handbook. Some important sections include:

Attendance

- Your attendance in the programme is very important, and you must meet a certain amount of hours in order to qualify.
 - *If you go over the maximum hours off allocated, you may fail your programme.*
 - *If you miss an excessive amount of class, we may ask you to leave without a refund.*
 - *If you miss 5 or more days in a row without contacting us, we are required to report this to StudyLink and other agencies.*
- If you miss a one-off lesson, including product knowledge days, you need to actively seek ways to make-up that lesson. This may be in your own time and at your own cost.
- Catch-up time is not normally available.
 - *In the rare case catch-up time is available, we only count authorised class time or school-sanctioned activities as catch-up time.*
- Every day you are away from class, please call or text us at least 15 minutes prior to class.

Illness (Documented)

If you are ill and unable to attend class, you must:

- Call in or text us at least 15 minutes prior to class (every day you are away).
- Get a medical certificate from a medical practitioner, stating in the medical practitioner's opinion, you are unable attend class due to illness.
 - You **must** have a valid medical certificate or other acceptable documented reason to miss a formal assessment and possibly be granted the chance to resit that assessment.
- Turn that medical certificate in to the Student Liaison Officer within 7 days of the illness.

Punctuality

- Punctuality is important and is recorded.
- Arrive no earlier than 30 minutes and no later than 15 minutes before class starts.
- Tutors do not wait for tardy students, so if you are late for an assessment, you may be stopped from entering late and fail the assessment.
- We mark late arrivals against your time off.

You are responsible for your actions.

You need to ensure you correct your non-compliance(s) as soon as possible.

We will help you as long as we see you are following the right action(s) and doing what is needed to become compliant.

Non-Attendance, Non-Compliance or Enrolment Termination

We may contact appropriate Government agencies and / or governing bodies if you are:

- Not attending your programme;
- Not meeting programme requirements; and / or
- Having your enrolment with us terminated.

We consider:

Non-attendance	You have not been attending classes or been in contact with us for five (5) working days or longer.
Non-compliance	You are no longer meeting programme requirements, i.e. you are over your attendance allowance for no documented reason.
Termination of enrolment	You are no longer able to attend class due to us terminating our enrolment contract with you.

Termination of enrolment is a serious event, so we do not make this decision lightly. We should consult with our legal counsel prior to termination. If you have misrepresented yourself or demonstrate behaviour disruptive to the school or your classmates, we may start the process of disciplinary procedures, ask you to withdraw, or terminate your enrolment.

Repercussions for You and Your Rights

We may contact government agencies to report you. Repercussions could include, but are not limited to:

StudyLink	<ul style="list-style-type: none"> • Cancelling your loan / allowance • Requesting immediate and full repayment of your loan • Refusing further loan / allowance applications
WINZ	<ul style="list-style-type: none"> • Refusing further training or subsidy payments to you
Immigration New Zealand	<ul style="list-style-type: none"> • Revoking your visa and permit • Shortening your approved stay in New Zealand • Deporting you immediately due to visa revocation

Your rights include:

- You can question reports, but you need to have evidence to support your claims.
- We may take extenuating circumstances into consideration, where sufficient evidence exists, and you present this to us as a part of your case.
- You have the right to bring a support person. We have this right as well.
- You can voice concerns through the Complaints Procedure or through a meeting with a relevant staff member.
- If we consider you for expulsion or termination of enrolment, we may hold a hearing or meeting, during which you have the right to answer the allegations against you.

Disciplinary Actions

Any serious or continual breach of ethics, rules or behaviours may see you facing disciplinary actions including but not limited to suspension, police investigation and / or expulsion without refund. We may take legal advice before acting.

Breaches in which disciplinary action will be considered include, but are not limited to:

Theft of school property	If you are suspected to have stolen any school property, you may be subject to a police investigation. If you are found to possess school property, you may be expelled without refund and / or prosecuted. (If you are suspected to have stolen another classmate's property, this is a personal matter between you for both parties to resolve.)
---------------------------------	--

<p>Gross misconduct</p>	<p>Including but not limited to:</p> <ul style="list-style-type: none"> • You slander or maliciously gossip. • You bring the name of the school, our students, our staff, or our affiliates into disrepute. • You intend to or actually deliberately injure, disfigure, or cause bodily harm to our clients, students, staff, or affiliates. • While you are at the school, you use alcohol; use illegal drugs; are under the influence of alcohol, drugs, or other mind-altering substances; or are grossly misusing over-the-counter, prescribed, or legal medications or drugs. • You operate equipment or perform treatments under the influence of alcohol, illegal drugs, or other mind-altering substances or medication that puts our clients, students, tutors, staff members or others at risk. • You knowingly make false accusations against our students or our staff, in writing or verbally. • You knowingly mislead a member of our staff or the school.
<p><u>Harassment (“bullying”)</u></p>	<p>If you aggressively attempt to imbalance power repeatedly against others, you may be considered to be bullying.</p>
<p>Copying, colluding, falsifying, and plagiarising</p>	<p>If you knowingly copy information or ideas from another source in any assessment without giving the author proper credit, you may be committing one of these. See Academic Integrity for more info.</p>
<p>Lack of attendance or effort, disrupting class</p>	<p>If you continually refuse to rectify your situation, you may be asked to leave the programme or be expelled without refund.</p>
<p>Leaving school early</p>	<p>If you leave school early without telling an appropriate tutor or staff member, you will be marked absent for the entire day. If you need to leave, you should tell us so we can account for you in an emergency.</p>
<p>Other negative behaviour</p>	<p>If you act in any negative way contrary to the established policies of the school or New Zealand law, you may be dealt with accordingly.</p>

Making a false declaration is an offence under the Crimes Act 1961.

**Plagiarism is a very serious offence.
Don't cut and paste someone else's work without attributing it to them.**

Working with Clients and Models

As a trainee beauty therapist or trainee nail technician, you will be expected to work with clients and models during your programme, whether this is through clinic day, classes where you practice on outside models, or assessments where you work on outside models.

You are required to fully participate in clinic days and perform treatments on models in classes and assessments when required.

A model in this context is an ordinary person who you perform a treatment or treatments on.

You will be expected to remain professional at all times.

Clinic Day

Once up to standard, students work in the clinic area. The clinic operates similarly to a professional clinic, giving you experience in a clinic-like setting while under tutor supervision.

When we feel most of your class are up-to-speed with treatments, we start holding clinic days. We hold these usually once a week for each class. The money we receive from the heavily discounted treatments goes primarily into the products you use while studying with us.

One student will work on reception to greet clients and help them sign in, prepare paperwork for treatment, answer telephone enquiries, take payments, rebook clients, and other reception tasks.

Some weeks, client day may be busy, with us requiring you to work on more than one client in a day. Other times, client days may be slow, and we will find other things for you to do. As this is a practical class, we will expect you to perform practical treatments usually.

Practicing on Models

If you are a student in the New Zealand Certificate and Diploma in Beauty Therapy programme, you will be expected to find electrology models and practice on them free-of-charge to help build up your competence and confidence in your electrology skills.

If you are a student in the New Zealand Certificate in Nail Technology programme, you will be expected to find models and practice on them free-of-charge on certain days in your programme. Your tutor will inform you of these days.

Models for Assessments

You may be required to find a model for your assessments. Your tutor will inform you when you need a model for your assessment.

Parking for Clients and Models

The carpark available in our carpark are limited. We pay our landlord for each carpark space in our carpark (they are not free to us).

Paying clients – those are clients who are attending clinic day – can park in our carpark as they are paying a fee for a treatment.

Models for classes and assessments, and models who are not paying, need to park in carpark available on our street and the surrounding areas. It is your responsibility to let your model know they need to park on the street. If the model is parked in our carpark and the space is needed for a paying client, we may pull your model out of assessment or class to move their car.

Paying clients (clinic day) can park in our carpark.

**Non-paying models cannot park in our carpark.
It's your responsibility to let them know this.**

Health and Safety

Your health and safety are very important. Health and safety include not only physical but also mental well-being as well.

If you feel there may be a risk to your or another's safety, please tell a team member. We will then analyse it for risk and also take action, where required.

If the risk requires immediate action, seek a team member's guidance. If a team member is not immediately available, take the best action possible exposing you and others to the least amount of risk possible.

If you have an accident, report this immediately to a team member. If the person who has the accident is incapacitated, administer first aid and inform a team member immediately.

Please use our equipment safely, wisely, and carefully, following the instructions given.

Ensure you are not endangering others by your actions.

If you aren't sure if what you are doing is correct, please stop and ask a tutor.

Harassment and Bullying

“Bully (verb): To affect by means of force or coercion.”

Merriam-Webster dictionary

We take a very dim view of harassment and bullying. If you feel, at any time, that you are a victim of harassment or bullying, use the Complaints Procedure to report this, **in writing**, to any operations team member or the Principal.

Actions will be taken accordingly after an investigation takes place. If we feel we cannot carry out the investigation adequately, the appropriate people or organisations may be summoned to assist or carry out the investigation, i.e. Police.

With complaints, including harassment, bullying, and other similar cases, we need evidence to base a judgement on, so it's very important to document the event and gain independent verification to help support your claim.

In the first instance, we strongly encourage you to speak calmly and rationally with the other person to see if you can resolve the issue amongst yourselves, but only if there is no threat to your physical safety.

We absolutely positively need a written complaint with evidence to investigate.