



The National School of Aesthetics
Student Handbook 2024
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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.

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About This Document

You should have a copy of this document saved in a safe space on your laptop or another device while you are studying with us. We review some of this information at Orientation.

We do not automatically give you a printed copy of this book. If you require a printed copy, please let us know. You will need to pay for a copy before we print and assemble it for you.

The current price for a printed copy is \$25.00 GST inclusive.

After the Interview

If you would like to enrol in person...

Please make an appointment with us.

If you decide not to enrol...

Please let us know by email ASAP.

This gives others the chance to enrol in the place you are giving up.

If you are enrolled and you wish to withdraw...

You **must** fill out the [Withdrawal Form](#) and submit it ASAP.

This is a legal requirement.



About Us

In This Section

- [Tēnā Koe a Te Kura Whakaoho ā Roto ā Waho – Welcome to the National School of Aesthetics](#)
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Tēnā Koe a Te Kura Whakaoho ā Roto ā Waho – Welcome to The National School of Aesthetics

Welcome to the National School of Aesthetics. We hope to help you reach your goals in your programme.

The National School of Aesthetics has provided top-notch training in beauty therapy, nail technology, and spa therapies for over 38 years. During that time, we've qualified thousands of people to work in this industry, with approximately 95% of our students qualifying in one or more areas over that time.

Our school remains one of the top education providers in beauty therapy with strong completion rates with TEC and high pass rates through ITEC.

In this handbook, you'll find various pieces of information on how we operate, what we expect from you, and so on. We hope this also give you information you need to know and abide by to make your time studying with us pleasant, rewarding, and enjoyable.

Come and see one of us if:

- You don't understand something or know if you're doing the right thing or not.
- You have questions, comments or complaints about something.
- You want an answer explained further or don't know who to get an answer from.

This is an exciting time for you. You're at the beginning of your future career.

Time flies when you are studying with us, so stay on top of your course work while you're here! This course needs to be one of your main focuses (if not *the* main focus) in your life.

We'll have fun. We'll learn. Things may not totally make sense at times, but the pieces will come together. And you and the taxpayer are paying us to make you the best you can be, so we'll push you to your limits at times to make sure you succeed.

If you have any questions, or need any further information, you can:

Phone us free 0800 NaSANZ

Email us info@nasa.co.nz

Phone us +64 3 366 5037

Visit our Web page www.nasa.co.nz

Text us +64 22 137 0749

We look forward to assisting you in your chosen career path. Good luck!

Nā mātou noa, nā

The Team at The National School of Aesthetics / Te Kura Whakaoho ā Roto ā Waho

Our Mihi

We thank Miles Kau Kau, our former kaumatua, for allowing us to use this wonderful mihi.

Tēnā koutou katoa.	Welcome everyone.
Ko te mihi tuatahi, kit e Atua. Nāna ne inga mea katoa.	The first greeting is to God, the Creator of all things.
Ko te mihi tuarua ki a Ranginui raua ko Paptuanuku. Tēna kōrua.	Greetings to our sky father and earth mother.
Ko te mihi tuatoru kit e whare e tū nei. Tēnā koe.	Greetings to the buildings.
Ko ti mihi ki nga mate katoa. Haere, haere, haere.	To those who have passed on: “Rest in peace”; return to our ancestors.
Ki a tatou katua e tau nei.	To those of us assembled here: welcome.
Tēnā koutou, tēnā koutou, tēnā tatou katoa.	Welcome everyone, welcome everyone.

Our Code of Ethics

Be friendly and give courteous service to all, retaining your dignity under all circumstances. Do not show favouritism but treat all clients honestly and fairly. Respect their feelings and rights. Be tactful. Let others know you are dependable by keeping your word and fulfilling your obligations.

Set an example in your conduct. Listen when others speak for they too have their viewpoints. Cherish your reputation. Learn to talk intelligently about your work. Show pride in your skills. Keep faith with your profession. Develop empathy.

Do not indulge in questionable practices. Extravagant claims and false promises diminish you as a person and cast an unfavourable light upon your profession and your teachers as well as the entire beauty industry.

Show appreciation for the efforts of others and be tolerant of their shortcomings. Be willing to learn all you can about your profession and develop your physical, mental, and spiritual qualities to the fullest.

Strive to become the best.

**The Code of Ethics is a cornerstone document we follow.
When in training and in the industry, you'll be expected to follow ethical guidelines.
Maintaining ethics throughout your career is paramount.**

Members of Our Team

We have a small but dedicated team, made up of the **Operations, Management and Administration (OMA)** team and the **Education and Training Team (ETT)**.

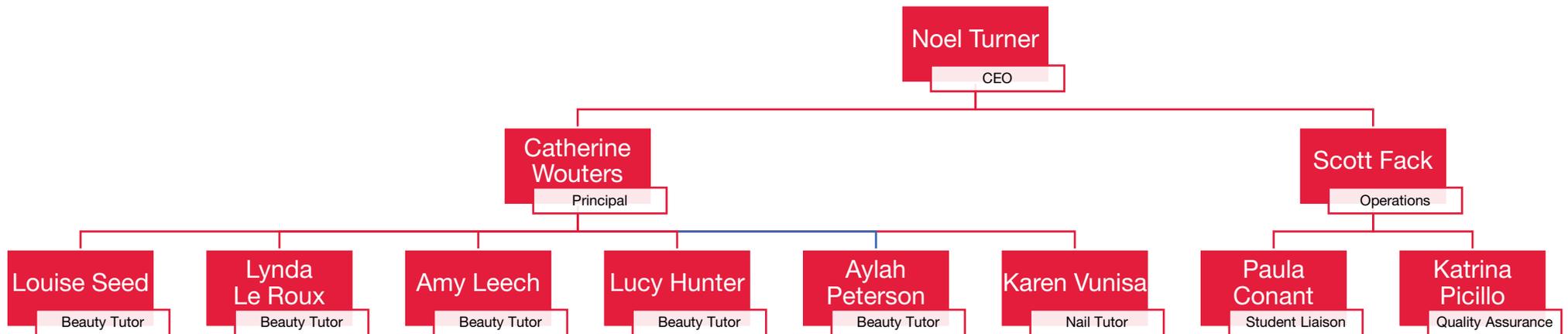
Operations, Management, and Administration

Name	Responsibilities
Noel Turner Owner and CEO	<ul style="list-style-type: none"> Oversees the day-to-day operations of the school Ensures teams function optimally Helps students with Janssen product
Scott Fack Director of Operations	<ul style="list-style-type: none"> Oversees the operations team Creates and maintains quality management systems, other QMS documentation, and public and internal documentation
Paula Conant Student Liaison Officer	<ul style="list-style-type: none"> First contact with prospective students, clients, and the public Performs interviews and enrolments
Katrina Picillo Quality Assurance and Compliance Officer	<ul style="list-style-type: none"> Reports to governing bodies Maintains quality assurance and compliance Liaises with stakeholders

Education and Training Team

Name	Responsibilities
Catherine Wouters Principal	<ul style="list-style-type: none"> Oversees the education team and implements syllabuses Delivers education, assesses and helps students
Tutors	<ul style="list-style-type: none"> All are beauty therapy tutors except Karen, our nail tech tutor
Lucy Hunter	<ul style="list-style-type: none"> Deliver education Help students who may need it
Lynda Le Roux	
Amy Leech	
Aylah Peterson	
Louise Seed	
Karen Vunisa	

Organisational Chart



Conflicts of Interest and Interest in Other Organisations

The New Zealand Qualifications Authority (NZQA) requires all governing members and certain staff members at every tertiary education organisation (TEO) in New Zealand to declare any conflicts of interest and interests in other organisations.

These declarations were true and accurate as of 19 August 2019.

Noel Turner's Declaration

"I hereby declare that I have no actual or potential conflicts of interest arising from my role as a governing member of the PTE named above. I have an interest in an organisation in the education or immigration sector that provides goods or services to tertiary students as follows: I am a director and shareholder of Aesthetics Imports Limited, a company that supplies beauty therapy products and educational textbooks to the education sector, including but not limited to the National School of Aesthetics and its students."

Scott Fack's Declaration

"I hereby declare that I have no actual or potential conflicts of interest arising from my role as a governing member of the PTE named above. I hereby declare that I have no interests in organisations in the education or immigration sector that provide goods or services to tertiary students."

Paula (nee McFarlane) Conant's Declaration

"I hereby declare that I have no actual or potential conflicts of interest arising from my role as a governing member of the PTE named above. I hereby declare that I have no interests in organisations in the education or immigration sector that provide goods or services to tertiary students."

Catherine Wouters's Declaration

"I hereby declare that I have no actual or potential conflicts of interest arising from my role as a governing member of the PTE named above. I hereby declare that I have no interests in organisations in the education or immigration sector that provide goods or services to tertiary students."



Important Dates

We close for breaks and school holidays, sometimes adding travel days. Your tutor may supply further information on these breaks, if needed. Some dates in this section may be indicative only and may be subject to change. Write this information down in your diary or in a calendar app in your phone.

In This Section

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- [About School Terms](#)

2024

Term 1 2024

January 2024

- 1 Portfolio work starts for July 2023 NZ Certificate in Nail Technology students
- 22 First day of term 1 2024 – All 2023 students continuing into 2024 start back at school
- 26 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 29 Last day for applications for February 2024 programmes from **domestic students**
- 31 ITEC applications for mid-year 2024 exams due

February 2024

- 2 Last day for enrolments for February 2024 programmes from **domestic students**
- 5
 - February 2024 programmes first day of school
 - February 2024 programme fees due
 - February 2024 extra expenses to The National School of Aesthetics due
 - February 2024 programmes – first aid certificates due
- 6 School closed – Waitangi Day
- 9 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 12 Last day for **domestic students** to withdraw from February 2024 programmes without losing all fees
- 19 Last day for **international students** to withdraw from February 2024 programmes without losing all fees
- 23 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

March 2024

- 1 Applications for all programmes starting between 1 July – 31 December 2024 open
- 8 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 22 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

March 2024 (continued)

29 School closed – Good Friday

April 2024 – Term 1 2024

1 School closed – Easter Monday

2 School closed – Easter Tuesday

5 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

12 Last day of term 1 2024

- 13 – 28
- Term break until 29 April 2024 – you may have assignments to complete
 - School closed during term break

25 ANZAC Day

Term 2 2024

April 2024 (Continued)

29 First day of term 2 2024

May 2024

1 Last day for applications for July 2024 programmes from **international students**

3 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

10 Last day for enrolments for July 2024 programmes from **international students**

17 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

31 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

June 2024

3 School closed – King's Birthday

14 July 2023 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

- 21
- Mid-year graduation
 - February 2023 New Zealand Certificate and Diploma in Beauty Therapy last day of school
 - July 2023 New Zealand Certificate in Nail Technology last day of school

June 2024 (continued)

- 21 Late enrolment period starts at 12 PM for **domestic students** for July 2024 programmes
- 28 School closed – Matariki

July 2024 – Term 2 2024

- 1 Last day for applications for **domestic students** for the July 2024 New Zealand Certificate in Nail Technology programme – if spaces remain, we will accept further applications
- 5
 - Last day of term 2 2024
 - Last day of attendance for February 2024 New Zealand Certificate in Nail Technology students
 - Last day for enrolments for **domestic students** for the July 2024 New Zealand Certificate in Nail Technology programme – if spaces remain, we will accept further applications
- 6 - 21
 - Term break until 21 July 2024 – you may have assignments to complete
 - School closed during term break
- 8 February 2024 New Zealand Certificate in Nail Technology students start work on portfolios and other self-directed study

Term 3 2024

July 2024 (Continued)

- 22
 - First day of term 3 2024
 - July 2024 New Zealand Certificate in Nail Technology first day of school
 - July 2024 New Zealand Certificate in Nail Technology programme fees due
 - July 2024 New Zealand Certificate in Nail Technology extra expenses to the National School of Aesthetics due
 - July 2024 New Zealand Certificate in Nail Technology – first aid certificates due
 - Last day for applications for **domestic students** for the July 2024 New Zealand Certificate and Diploma in Beauty Therapy programme – if spaces remain, we will accept further applications
- 26
 - Last day for enrolments for **domestic students** for July 2024 New Zealand Certificate and Diploma in Beauty Therapy programme – if space remain, we will accept further applications
 - February 2024 New Zealand Certificate in Nail Technology students attend class and turn in first portfolio entries

July 2024 (Continued)

- 29
 - July 2024 New Zealand Certificate and Diploma in Beauty Therapy first day of school
 - July 2024 New Zealand Certificate and Diploma in Beauty Therapy programme fees due
 - July 2024 New Zealand Certificate and Diploma in Beauty Therapy extra expenses to the National School of Aesthetics due
 - July 2024 New Zealand Certificate and Diploma in Beauty Therapy – first aid certificates due
 - Last day for **domestic students** to withdraw from July 2024 New Zealand Certificate in Nail Technology programme without losing all fees

August 2024

- 1 ITEC applications due for end-of-year 2024 exams
- 5 Last day for **domestic students** to withdraw from July 2024 New Zealand Certificate and Diploma in Beauty Therapy programme without losing all fees
- 9
 - Last day for **international students** to withdraw from July 2024 New Zealand Certificate and Diploma in Beauty Therapy programme without losing all fees
 - February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 23 February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

September 2024

- 6 February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 20 February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 27 Last day of Term 3 2024
- 28 – 13
 - Term break until 14 October 2024 – you may have assignments to complete
 - School closed during term break

Term 4 2024

October 2024

- 14** First day of term 4 2024
- 18** February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 28** School closed – Labour Day

November 2024

- 1** February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 14** February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 15** School closed – Canterbury Anniversary Day
- 29**
 - July 2023 New Zealand Certificate and Diploma in Beauty Therapy last day of school – there may be international examinations after this date
 - February 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

December 2024

- 13** February 2024 New Zealand Certificate in Nail Technology students attend class and turn in final portfolio entries
- 19**
 - Last day of attendance for 2024 programmes until 2025
 - Last day of full-time attendance for July 2024 New Zealand Certificate in Nail Technology students
- 20**
 - End-of-year graduation
 - Last day of term 4 2024
 - February 2024 New Zealand Certificate in Nail Technology last day of school
- 21 – 19**
 - Term break until 20 January 2025 – you may have assignments to complete
 - School closed during term break

2025

2025 information is supplied mainly for 2024 programme students continuing into 2024.

Term 1 2025

January 2025

- 1 Portfolio work starts for July 2024 NZ Certificate in Nail Technology students
- 20
 - First day of term 1 2025 – All 2024 students continuing into 2025 start back at school
 - Last day for applications for **domestic students** for the February 2025 New Zealand Certificate in Nail Technology programme – if spaces remain, we will accept further applications
- 24
 - July 2024 New Zealand Certificate in Nail Technology students attend class and turn in first portfolio entries
 - Last day for enrolments for **domestic students** for February 2025 New Zealand Certificate in Nail Technology programme – if space remain, we will accept further applications
- 27
 - February 2025 New Zealand Certificate in Nail Technology first day of school
 - February 2025 New Zealand Certificate in Nail Technology programme fees due
 - February 2025 New Zealand Certificate in Nail Technology extra expenses to the National School of Aesthetics due
 - February 2025 New Zealand Certificate in Nail Technology – first aid certificates due
 - Last day for applications for **domestic students** for the February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme – if spaces remain, we will accept further applications
- 31
 - ITEC applications for mid-year 2025 exams due
 - Last day for enrolments for **domestic students** for February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme – if space remain, we will accept further applications

February 2025

- 3
 - February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme first day of school
 - February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme fees due
 - February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme extra expenses to the National School of Aesthetics due
 - February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme – first aid certificates due
 - Last day for **domestic students** to withdraw from February 2025 Certificate in Nail Technology programme without losing all fees
- 6 School closed – Waitangi Day
- 7 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 10 Last day for **domestic students** to withdraw from February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme without losing all fees
- 17 Last day for **international students** to withdraw from February 2025 New Zealand Certificate and Diploma in Beauty Therapy programme without losing all fees
- 21 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

March 2025

- 1 Applications for all programmes starting between 1 July – 31 December 2025 open
- 7 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 21 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

April 2025 – Term 1 2025

- 4 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 11 Last day of term 1 2025
- 12 – 27
 - Term break until 28 April 2025 – you may have assignments to complete
 - School closed during term break
- 18 Good Friday

April 2025 – Term 1 2025 (Continued)

- 21 Easter Monday
- 22 Easter Tuesday
- 25 ANZAC Day

Term 2 2025

April 2025 (Continued)

- 28 First day of term 2 2025

May 2025

- 1 Last day for applications for July 2025 programmes from **international students**
- 2 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 9 Last day for enrolments for July 2025 programmes from **international students**
- 16 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 30 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries

June 2025

- 2 School closed – King’s Birthday
- 13 July 2024 New Zealand Certificate in Nail Technology students attend class and turn in final portfolio entries
- 19
 - Mid-year graduation
 - February 2024 New Zealand Certificate and Diploma in Beauty Therapy last day of school
 - July 2024 New Zealand Certificate in Nail Technology last day of school
- 20 School closed – Matariki
- 27
 - Last day of term 2 2025
 - Last day of attendance for February 2025 New Zealand Certificate in Nail Technology students
 - Late enrolment period starts at 12 PM for **domestic students** for July 2025 programmes

June 2025 (Continued)

- 28 - 13 • Term break until 14 July 2025 – you may have assignments to complete
- School closed during term break
- 30 February 2025 New Zealand Certificate in Nail Technology students start work on portfolios and other self-directed study

Term 3 2025

July 2025

- 14 • First day of term 3 2025
- Last day for applications for **domestic students** for July 2025 programmes – if spaces remain, we will accept further applications
- 18 • Last day for enrolments for **domestic students** for July 2025 programmes – if space remain, we will accept further applications
- February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries
- 21 • July 2025 programmes first day of school
- July 2025 programme fees due
- July 2025 extra expenses to the National School of Aesthetics due
- July 2025 programmes – first aid certificates due
- 28 Last day for **domestic students** to withdraw from July 2025 programmes without losing all fees

August 2025

- 1 • ITEC applications due for end-of-year 2025 exams
- February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #2
- Last day for **international students** to withdraw from July 2025 programmes without losing all fees
- 15 February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #3
- 29 February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #4

September 2025

- 5** February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #5

- 19**
 - Last day of Term 3 2025
 - February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #6

- 20 – 5**
 - Term break until 6 October 2024 – you may have assignments to complete
 - School closed during term break

Term 4 2025

October 2025

- 6** First day of term 4 2025

- 10** February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #6

- 24** February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #7

- 27** School closed – Labour Day

November 2025

- 7** February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #8

- 14** School closed – Canterbury Anniversary Day

- 21** February 2025 New Zealand Certificate in Nail Technology students attend class and turn in portfolio entries #9

December 2025

- 5** February 2025 New Zealand Certificate in Nail Technology students attend class and turn in final portfolio entries

- 12**
 - July 2024 New Zealand Certificate and Diploma in Beauty Therapy last day of school – there may be international examinations after this date
 - February 2025 New Zealand Certificate in Nail Technology last day of school – there may be international examinations after this date

- 18** Last day of attendance for 2025 programmes until 2026

- 19**
 - End-of-year graduation
 - Last day of term 4 2025

- 20 – 18**
 - Term break until 19 January 2026 – you may have assignments to complete
 - School closed during term break

About School Terms

We operate on a 4 term (4 semester) system. During the breaks between terms, our offices may close, and we may not be able to return your calls or emails until we return. As a student or an application, please ensure your questions and concerns are met either before we close for, or after we reopen from, term breaks.

Please note:

**Term dates often are not the programme starting and finishing dates.
Please check the course information pack or your enrolment information for these dates.**



Our Programmes

We offer two major programmes at the certificate and diploma levels at levels 4 and 5 on the New Zealand Qualifications Frameworks. If you successfully complete one programme through us, you may be eligible to progress to another programme.

In This Section

- [Definition of Terms](#)
 - [The Physiotherapy Act 1949 and Its Subsequent Amendments](#)
- [Programmes at The National School of Aesthetics](#)
 - [Professional Development-Level Programmes Pre-Requisite Qualifications](#)

Definition of Terms

We use a wide range of standard terms in this document. Their definitions are:

Programme	A selection of course or courses leading to a formal qualification. Also known informally as a course.
Course	A group of components with similar subjects can be grouped together to form a course. One or several courses can be combined to create a programme.
Component	The “meat” of a course. Several components make up a course.
Qualification	The item given to students once they successfully complete the programmes’s requirements, noting they are now qualified to perform treatments professionally.
Credit	A measure of a course or programme. 1 credit usually equals 10 notional hours of study; therefore, a 1-year, full-time programme should be approximately 120 credits or 1,200 notional hours.
Level	On the New Zealand Qualifications Framework, the level determines the difficulty of the unit standard, programme or qualification. Local course approvals can have levels as well that indicate the difficulty of the tasks involved. <i>Our courses are local course approvals and have no unit standards in them.</i>
EFTS	Equivalent Full Time Status. A government term to determine the equivalency of a student’s enrolment to a full time student. EFTS is determined by the number of credits taken divided by 120 credits.
Pre-requisite	A course or subject a student is required to have successfully completed prior to starting the course or programme in question.
Co-requisite	A course a student is required to be completing at the same time as the course or programme in question.
ITEC	International Therapy Examination Council. ITEC is an international governing body, based out of England, that examines students all over the world in the areas of beauty therapy, nail technology, spa therapies, and other areas. They have been running since 1947. We are an ITEC registered college and have been since we opened in 1985.

NZQA	New Zealand Qualifications Authority. NZQA is the government agency responsible for the registration of private training establishments (PTEs), maintenance of the New Zealand Qualifications Framework (NZQF), registration and maintenance of the New Zealand qualifications like the New Zealand Certificate in Nail Technology, approval of programmes and micro-credentials, accreditation of PTEs to offer approved programmes, and the Domestic and International Codes (Pastoral Care of Domestic Students and Pastoral Care of International Students), among many other things.
StudyLink	StudyLink are the branch of the Ministry of Social Development (MSD) responsible for processing and paying student loans and student allowances.
TEC	Tertiary Education Commission. TEC is the government agency responsible for subsidy funding, including Student Achievement Component (SAC 3+) and Fees Free.
Work and Income New Zealand	Work and Income are a branch of the Ministry of Social Development (MSD) responsible for processing and paying benefits and social payments. They are the agency responsible for the Training Incentive Allowance.

The Physiotherapy Act 1949 and Subsequent Amendments

See our Web site for more information on the Physiotherapy Act 1949 and our disclaimer about our teaching and how it relates to the Physiotherapy Act 1949.

If there is any question with regards to how the Physiotherapy Act 1949 affects tuition at the school or you as a student, please contact us during office hours for more information.

Programmes at The National School of Aesthetics

The New Zealand Qualifications Authority (NZQA) has approved, and accredited us to teach, our programmes leading to the following New Zealand qualifications:

Entry-Level Programmes	Credits	Level	International Students
New Zealand Certificate in Nail Technology	120	4	No
New Zealand Certificate in Beauty Therapy	120	4	Yes
New Zealand Certificate and Diploma in Beauty Therapy	190	5	Yes
Professional Development-Level Programmes			
New Zealand Diploma in Beauty Therapy	120	5	Yes

Although we are approved to offer these qualifications, it does not mean we offer them all separately.

See [Appendix 1: Course Descriptions](#) for:

- Courses in each programme
- The outcome statement for each course in each programme
- The credits and level of each course in each programme
- [The cross-over between courses in each programme](#)

Professional Development-Level Programmes Pre-Requisite Qualifications

We require you to hold the adequate pre-requisite qualification and a current workplace first aid certificate to be considered for a professional development programme. These pre-requisites are:

New Zealand Diploma in Beauty Therapy Pre-Requisite Qualifications

You must hold:

- New Zealand Certificate in Beauty Therapy; or
- An NZQA-approved beauty qualification or equivalent beauty qualification at level 4 or higher, including Swedish body massage, figure diagnosis, and knowledge of contraindications

See our Web site for further information. Some programmes may not be offered every year.



Admissions

Admissions includes the steps to apply and enrol in one of our programmes, the qualifications and skills you need to enrol, and recognition of prior learning (where applicable). This section mostly covers how you apply for one of our programmes, while the [Enrolment section](#) deals with how you enrol in one of our programmes after your application is accepted and your interview is successful. See www.nasa.co.nz/enrol/ for more information.

In This Section

- [Entry Requirements and Criteria](#)
 - [Student Entry Policy for Programmes](#)
 - [Student Entry Procedure for Programmes](#)
 - [Entry Requirements](#)
 - [Entry Requirements for All Programmes](#)
 - [Specific Entry Requirements for Specific Programmes](#)
 - [Current NZQA English Language Requirements for International Students](#)
 - [Withdrawal of Application Prior to Enrolment](#)
 - [Restricted Entry and Entry with Provisions](#)
 - [Equal Opportunity Study Statement](#)
 - [Further Information on Admissions and Enrolment](#)
- [Recognition of Your Prior Learning](#)
 - [Assessment of Prior Learning](#)
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 - [Application Procedure for Assessment of Prior Learning](#)
 - [Credit Transfer](#)
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 - [Credit Transfer Examples](#)
 - [Application Procedure for Credit Transfer](#)
 - [Cross-Crediting](#)
 - [Cross-Crediting Policy](#)
 - [Cross-Crediting Example](#)
 - [Maximum Credits Allowed in Recognising Your Prior Learning](#)

Entry Requirements and Criteria

Student Entry Policy for Programmes

We wish to be as open as possible in our selection of students, and we have established these policies and procedures with regards to student entry.

Student Entry Procedure for Programmes

After reading over the information in our course information pack and the accompanying information on our Web site, you are more than welcome to apply for one of our programmes.

We have three stages to our student entry process:

1. Application – your formal expression of interest in enrolling
2. Interview – our setting out requirements and determining your ability to enrol
3. Enrolment – you securing a place in the programme through a formal and legal contract

Application: Stage 1

Complete the application form. Requirements may vary from programme to programme.

- You must submit all supporting documents with your application form.
- If we are not able to view your previous study on the NZQA Record of Learning Web site, you may need to submit proof of prior learning.
- We highly suggest you keep a copy of your application for your own records.
- If you are applying for a professional development programme and trained with us in the last 5 years or so, we may not need proof of learning or to interview you. We will confirm this with you.
- We reserve the right to combine the application and interview appointments into one appointment.

If you are an existing student wishing to enrol in another programme with us, you merely need to see a member of the operations team for enrolment documentation and skip to the enrolment stage.

You can submit your application:

- Online via our Web site (preferred method) at launchpad.nasa.co.nz
- By email to enrol@nasa.co.nz (please ensure all documents are scanned clearly)
- Face-to-face by [booking an appointment](#) via our Web site
- Posting all your documents to our postal address (PO Box 1582, Christchurch 8140)

Interview: Stage 2

The interview has four parts, all of which you must undertake.

Before the Interview

- Familiarise yourself with our policies and procedures, including the Student Handbook, which you can download from our Web site; and
- Watch and understand the Interview Presentation on our Web site at www.nasa.co.nz/enrol/interview-presentation/

At the Interview

- The tour of our campus (timetable permitting)
- An individual interview between you and us

Our representatives evaluate whether you are suitable for the programme during the interview by assessing you against the programme requirements through both the interview and your submitted information.

After the Interview

- If we **accept your application**, we will notify you in writing to offer you a place.
- If we **accept your application with provisions**, we will notify you in writing to offer you a place provided you supply evidence to meet those provisions.
- If we **set your application to pending**, we will notify you that your application is pending. We reserve the right not to comment on why your application is pending.
- If we **reject your application**, we will notify you in writing. We reserve the right not to reveal our reasons to reject your application.

Enrolment: Stage 3

Complete the enrolment form and, if applicable, associated forms. You must submit the information required to satisfy the enrolment requirements before we can accept you into the programme.

- You need to enrol within two weeks (normal enrolment period) or as soon as possible (late enrolment period). To avoid disappointment, you should enrol as soon as possible.
- If we offer you a place in the programme during the late enrolment period, we cannot guarantee a place is available, only that you meet our entry criteria.
- If you successfully complete enrolment, we will notify you in writing we are holding a specific place for you in the programme.

Once enrolment is completed, you will receive:

- **a letter confirming enrolment.** This letter will include your **ID number**; and
- **a copy of your enrolment form.** Please keep it in a safe place; and
- **a copy of your Public Trust application**, if applicable.

Please see www.nasa.co.nz/enrol/ for further specific information.

Entry Requirements

Entry Requirements for All Programmes

All applicants must:

- Have successfully achieved:
 - the National Certificate in Educational Achievement (NCEA) (Level 1) or an equivalent qualification, **or**
 - an NZQA-approved qualification or an equivalent qualification at a higher level, **or**
- If 20 years old or older and without any qualifications, show evidence of the ability to successfully achieve and succeed in the programme, **and**
- Communicate effectively in all areas of English to a suitable and appropriate level

Domestic students must also:

- Be at least 16 years old by the programme's start date

International students must also:

- Be at least 18 years old by the programme's start date
- Meet the English language requirements set forth by the New Zealand Qualifications Authority (NZQA)

We reserve the right to allow special entry to a student where she demonstrates an extraordinary ability which compensates for a deficiency in one or more of the areas above.

Our programmes are selected entry programmes, so applicants who demonstrate a strong record of academic achievement (for example, NCEA Level 3 versus NCEA Level 1) may rank higher in the selection process.

If your originals are not in English, you will need to have a certified translator translate the document into English for your application.

Students with Medical Conditions

- You may need to provide medical diagnosis and medical clearance to undertake study with us to ensure your health and safety.
- You must have and maintain a good standard of health so you meet the attendance criteria.
- You may need to supply a model for treatments you are unable to be a model for.

Students with Learning Conditions

- You may need to provide us with any written reports on your learning conditions from a qualified professional to help us help you during the course.
- You may need help from a specialist tutor outside of class.

Domestic Students Who Speak English as a Second Language

- You may need to provide evidence of suitability for the programme through adequate use and understanding of English.

Specific Entry Requirements for Specific Programmes

The following programmes have additional entry requirements:

Programme	Additional Entry Requirements
New Zealand Diploma in Beauty Therapy (Level 5)	<ul style="list-style-type: none"> • Have successfully achieved: <ul style="list-style-type: none"> ○ New Zealand Certificate in Beauty Therapy (Level 4), or ○ an NZQA-approved beauty qualification or an equivalent beauty qualification at level 4 or higher, including Swedish body massage, figure diagnosis and knowledge of associated contraindications

Current NZQA English Language Requirements for International Students

Option 1 – Progression from a New Zealand High School

International students who have English as a second language and are progressing from a **New Zealand high school** into our programme, should have gained, at minimum:

NCEA

- NCEA Level 3; and
- Have met University Entrance requirements

Option 2 – Primary and / or Secondary Level Education in English

International students who meet the **following primary and / or secondary level education requirements** where the language of instruction was in English:

Primary and secondary education

- **All primary education** (equivalent of New Zealand primary school years 1 through 8); and
- At least **three years of secondary education** (equivalent of three years from New Zealand secondary school from years 9 through 13)

Secondary education only

- At least **five years of secondary education** (equivalent to New Zealand secondary school years 9 through 13)

Special Note

- If the visa decline rate for the international student's country of citizenship is 20% or higher, she may not seek entry under this specific criterion.

Option 3 – Acceptable Tertiary Qualification in English from an Acceptable Country

International students who have successfully completed a **tertiary qualification** to the level below where English was the language of instruction in one of the following countries:

- Acceptable Tertiary Qualification**
- Bachelor’s Degree
 - Graduate Certificate
 - Graduate Diploma
 - Bachelor Honours Degree
 - Postgraduate Certificate
 - Postgraduate Diploma
 - Master’s Degree
 - Doctorate Degree

- Acceptable Countries**
- New Zealand
 - Australia
 - Canada
 - The Republic of Ireland
 - South Africa
 - The United Kingdom
 - The United States of America

Option 4 – English Language Test

International students who have gained the following scores from one of the following **English language tests**, taken overseas or within New Zealand, within the last 2 years:

- IELTS**
- Score of 6.0 or higher on the Academic Module Test; and
 - Each band score at or higher than 5.5

- TOEFL**
- Score of 550 or higher on the Paper-Based Test (pBT); and
 - An essay score at or higher than 5 TWE

-
- Score of 80 or higher on the Internet-Based Test (iBT); and
 - A listening score at or higher than 20; and
 - A reading score at or higher than 20; and
 - A speaking score at or higher than 20; and
 - A writing score at or higher than 20.

- University of Cambridge ESOL Examinations**
- Score of 52 or higher on the First Certificate in English (FCE) or Certificate in Advanced English (CAE)

- NZQA**
- New Zealand Certificate in English Language (Level 4) with Academic endorsement

Option 5 – Cambridge Certificate in English Language Teaching to Adults

International students who have gained the **Cambridge Certificate in English Language Teaching to Adults (CELTA)**.

Withdrawal of Application Prior to Enrolment

If you have submitted an application, regardless if you have had the interview or not, or if your application is complete or not, and you wish to withdraw the application before enrolment, **you are required to notify us in writing**. Email or letter (with reasons) is acceptable.

We reserve the right to charge you a baseline \$150 (GST inclusive) for our time and resources used, plus additional charges as per the Fees and Charges listed on our Web site. The further into the process you are, the more fees you are likely to face. See Fees and Charges at www.nasa.co.nz/fees/ for further information on what to expect for withdrawal fees.

If you have already enrolled, please see the Withdrawal Procedure at www.nasa.co.nz/withdraw/ for how to withdraw.

Restricted Entry and Entry with Provisions

We reserve the right to restrict or limit entry to programmes on the basis of resource constraints. Our selection criteria attempt to be as open-minded as possible; however, with TEC's requirement of student achievement, we will attempt to only select students with the most promise of completing their chosen programme of study successfully.

We also reserve the right to place provisions on enrolment. Examples of provisions may be:

- Providing medical clearance in cases where a medical condition may be present.
- Supplying any special needs or further instructions for students with learning disabilities from a medical or qualified practitioner.
- Meeting the legal requirement to demonstrate residency or the right to study in New Zealand, including, but not limited to:
 - Demonstrating proof of residency class visa acceptance if the student does not hold a residency class visa at the time of application but will gain it in the near future.
 - Demonstrating proof of student visa and permit (or other acceptable visas and permits) if the international student does not hold the correct visa and permit at the time of application but will gain it in the near future.
- Demonstrating proof of adequate travel and medical insurance for international students.

If you have a medical condition or learning disability and do **not** declare this to us in your application or interview with us, you could be seen to have misrepresented yourself. We have the right to either withdraw our offer of place (if you have not enrolled) or cancel your enrolment (if you have enrolled).

Please be honest with us in your application.

**We ask these questions to protect your and your classmates' health and safety.
If you aren't honest, we have the right to reject or revoke your application and enrolment
without refund.**

Equal Opportunity Study Statement

We will be fair in all areas of study. We do not discriminate on the basis of colour, creed, race, religion, gender, sexual orientation, or cultural beliefs. Disability will be considered as long as it does not preclude you from performing your assigned tasks (and thereby qualifying) and does not endanger the health and safety of employees, other students and visitors. We are dedicated to helping students achieve and succeed and have referrals to appropriate support bodies and agencies if required to facilitate this.

Further Information on Admissions and Enrolment

You can find further information on the entry, interview, and enrolment areas on our Web site under Enrolment Information or visit www.nasa.co.nz/enrol/

You can also continue on to [the Enrolment section of this document](#) for more information on enrolment.

Recognition of Your Prior Learning

Assessment of Prior Learning

Assessment of Prior Learning Policy

What is Assessment of Prior Learning (APL)?	Assessment of Prior Learning determines your knowledge and / or skills you have gained through informal training or without a certificate through an assessment or series of assessments to determine the level and depth of your knowledge and / or skills against our standards.
In which circumstances should I apply for APL?	If you believe you have gained training informally or without a certificate to the same level and depth as a course in a programme you are applying for, you can apply for APL.
When does APL take place?	You must apply for APL during the application stage of your enrolment with us. We need to complete APL prior to your full enrolment.
Do I have to pay for APL?	Yes. Please see www.nasa.co.nz/fees/ for more information.
What is Recognition of Prior Learning (RPL)?	Recognition of Prior Learning is when we recognise and credit your prior training or learning towards our programme you are enrolling in.
When does RPL take place?	RPL is completed after the interview stage but before the offer of enrolment stage of your enrolment with us. Please note you may need to still attend and sit-in on classes you have RPL for.
Will I need to complete assessments in the areas where I have gained RPL?	This varies from programme to programme and course to course, as some assessments straddle more than one course. Please speak to the Principal about this matter.
What is the minimum RPL I can gain?	The minimum RPL we can give you is at the course level.
What is the maximum RPL I can gain?	The maximum RPL we can give you varies from programme to programme.
Am I exempt from paying fees on a course I gain RPL for?	This varies from programme to programme and course to course, dependent on whether you are attending the RPL course(s) or not, et cetera. Please speak to the Student Liaison Officer about this matter.

Are there any restrictions on RPL?

Yes. Students who are undertaking the full programme take enrolment priority over RPL students in some circumstances. Please speak to the Student Liaison Officer about this matter.

Our international governing bodies may not let you sit their qualifying examinations if you did not complete your training with us or with an approved provider.

Application Procedure for Assessment of Prior Learning

1. Find out which course or courses you believe you have knowledge and / or skills that you gained through **informal** training or without a certificate.
 - *A course is defined as a full unit with performance criteria, which, when combined with other courses, creates a programme and leads to a qualification. For example, the “Perform a manicure treatment or pedicure treatment” course is one of several courses creating the New Zealand Certificate and Diploma in Beauty Therapy Programme.*
2. Apply for Assessment of Prior Learning using the appropriate form downloadable from our Web site.
 - *You need to submit your APL application with your normal application form.*
 - *You must complete APL before you enrol with us.*
 - *We may charge you a fee for each assessment. See www.nasa.co.nz/fees/*
 - *You must pay your APL fees (not your programme fees) prior to us assessing you.*
3. Once we receive your APL application and fees, we will contact you to arrange your Assessment of Prior Learning
4. We will confirm an assessment timetable with you in writing.
5. You arrive to perform the assessment at the scheduled time.
 - *If you are undertaking a practical APL, you will need to supply a model and supplies. The assessor will discuss this with you prior to the assessment being booked.*
6. Our assessor will outline your assessment and the timing of the assessment.
7. Our assessor will assess your performance and / or knowledge against the performance criteria outlined in our course. Our assessor uses this information in judging your competency.
8. Our assessor compiles evidence regarding your competency. Once our assessor has a clear-cut judgement, we will confirm your final marks.
9. We will confirm your marks for the course assessed against and will send your results.
10. If you are successful in APL, we will then offer you Recognition of Prior Learning. You are then able to enrol in the programme once we issue the offer of enrolment to you.

Your RPL results are only good for a programme until such time as that programme changes or the end of the academic school year, whichever comes first.

Credit Transfer

Credit Transfer Policy

What is Credit Transfer?	Credit Transfer (CT) determines your knowledge and / or skills you have gained through successfully completing formal training from another recognised training provider through either transcripts or an assessment or series of assessments to determine the level and depth of your knowledge and / or skills against our standards, and this formal training nearly or completely aligns with our training.
In which circumstances should I apply for CT?	If you believe you have successfully completed formal training from another recognised training provider to the same level and depth as a course in a programme you are applying for, you can apply for CT.
When does CT take place?	You must apply for CT during the application stage of your enrolment with us. We need to complete CT prior to your full enrolment.
Do I have to pay for CT?	Yes. Please see www.nasa.co.nz/fees/ for more information.
What is Recognition of Prior Learning (RPL)?	Recognition of Prior Learning is when we recognise and credit your prior training or learning towards our programme you are enrolling in.
When does RPL take place?	RPL is completed after the interview stage but before the offer of enrolment stage of your enrolment with us. Please note you may need to still attend and sit-in on classes you have RPL for.
Will I need to complete assessments in the areas where I have gained RPL?	This varies from programme to programme and course to course, as some assessments straddle more than one course. Please speak to the Principal about this matter.
What is the minimum RPL I can gain?	The minimum RPL we can give you is at the course level.
What is the maximum RPL I can gain?	The maximum RPL we can give you varies from programme to programme.
Am I exempt from paying fees on a course I gain RPL for?	This varies from programme to programme and course to course, dependent on whether you are attending the RPL course(s) or not, et cetera. Please speak to the Student Liaison Officer about this matter.

Are there any restrictions on RPL?

Yes. Students who are undertaking the full programme take enrolment priority over RPL students in some circumstances. Please speak to the Student Liaison Officer about this matter.

Our international governing bodies may not let you sit their qualifying examinations if you did not complete your training with us or with an approved provider.

Credit Transfer Examples

Example 1 – ITEC

- Jane successfully completed a qualification with ABC School of Beauty Therapy (London), an ITEC-approved provider, that included ITEC unit iUBT429 (Manicure and Pedicure) 2 years ago.
- She now is applying to study the New Zealand Certificate and Diploma in Beauty Therapy at the National School of Aesthetics.
- She wishes to have this prior learning count towards her study so she doesn't have to repeat it.
- Jane would employ the Credit Transfer Procedure as the unit she has learned is the same as employed by ITEC and NaSA.
- In this case, ITEC unit iUBT429 meets the requirements of "Demonstrate and apply knowledge of contraindications to manicure and pedicure treatments", "Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments", and "Perform a manicure treatment or pedicure treatment" courses in the New Zealand Certificate in Beauty Therapy; Jane most likely will not have to sit any assessment to ensure she meets the criteria.

Example 2 – Another Tertiary Education Provider

- Jane successfully completed a qualification at XYZ Training Academy that included a unit in Manicure and Pedicure.
- She now is applying to study the New Zealand Certificate and Diploma in Beauty Therapy at the National School of Aesthetics.
- XYZ Training Academy does not use ITEC, CIBTAC or CIDESCO but is approved by the English government as a registered provider.
- She wishes to have this prior learning credited towards her study so she doesn't have to repeat it.
- Jane would employ the Credit Transfer Procedure as the unit she has learned is not the same as NaSA's "Demonstrate and apply knowledge of contraindications to manicure and pedicure treatments", "Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments", and "Perform a manicure treatment or pedicure treatment" courses or the units employed by ITEC.
- In this case, NaSA's "Demonstrate and apply knowledge of contraindications to manicure and pedicure treatments", "Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments", and "Perform a manicure treatment or pedicure treatment" courses requirements or standards may not match XYZ's requirements or standards, so Jane will most likely have to sit both a practical and theory assessment at NaSA to ensure she meets NaSA's criteria.

Application Procedure for Credit Transfer

1. Find out which course or courses you believe you have knowledge and / or skills that you gained through **formal** training through **another recognised** training provider.
 - *A course is defined as a full unit with performance criteria, which, when combined with other courses, creates a programme and leads to a qualification. For example, the “Perform a manicure treatment or pedicure treatment” course is one of several courses creating the New Zealand Certificate and Diploma in Beauty Therapy Programme.*
2. Apply for Credit Transfer using the appropriate form downloadable from our Web site.
 - *You need to submit your CT application, with evidence to support your application, with your normal application form.*
 - *You must complete CT before you enrol with us.*
 - *We may charge you a fee for CT and each assessment. See www.nasa.co.nz/fees/*
 - *You must pay your CT fees (not your programme fees) prior to us assessing you.*
3. Once we receive your CT application and fees, we will contact you to arrange your assessment, if required.
 - *If we determine assessment is not required, you can progress to step 9.*
4. We will confirm an assessment timetable with you in writing, if required.
5. You arrive to perform the assessment at the scheduled time, if required.
 - *If you are undertaking a practical assessment, you will need to supply a model and supplies. The assessor will discuss this with you prior to the assessment being booked.*
6. Our assessor will outline your assessment and the timing of the assessment, if required.
7. Our assessor will assess your performance and / or knowledge against the performance criteria outlined in our course, if required. Our assessor uses this information on judging your competency.
8. Our assessor compiles evidence regarding your competency, if required. Once our assessor has a clear-cut judgement, we will confirm your final marks.
9. We will confirm your marks for the course assessed against and will send your results.
10. If you are successful in CT, we will then offer you Recognition of Prior Learning. You are then able to enrol in the programme once we issue the offer of enrolment to you.

Cross-Crediting

Cross-Crediting Policy

What is Cross-Crediting?	Cross Crediting (CC) determines your knowledge and / or skills you have gained through formal training you have successfully completed with us 2 years ago or less. (Exceptions may occur to the 2 year limit.)
In which circumstances should I apply for CC?	If you successfully completed formal training with us , you can apply for CC. If you are known to us, you may automatically be granted CC.
When does CC take place?	You must apply for CC during the application stage of your enrolment with us. We need to complete CC prior to your full enrolment.
Do I have to pay for CT?	No in most cases where you have completed training with us in the last 2 years.
What is Recognition of Prior Learning (RPL)?	Recognition of Prior Learning is when we recognise and credit your prior training or learning towards our programme you are enrolling in.
When does RPL take place?	RPL is completed after the interview stage but before the offer of enrolment stage of your enrolment with us. Please note you may need to still attend and sit-in on classes you have RPL for.
Will I need to complete assessments in the areas where I have gained RPL?	This varies from programme to programme and course to course, as some assessments straddle more than one course. Please speak to the Principal about this matter.
What is the minimum RPL I can gain?	The minimum RPL we can give you is at the course level.
What is the maximum RPL I can gain?	The maximum RPL we can give you varies from programme to programme.
Am I exempt from paying fees on a course I gain RPL for?	This varies from programme to programme and course to course, dependent on whether you are attending the RPL course(s) or not, et cetera. Please speak to the Student Liaison Officer about this matter.
Are there any restrictions on RPL?	Yes. Students who are undertaking the full programme take enrolment priority over RPL students in some circumstances. Please speak to the Student Liaison Officer about this matter.

Cross-Crediting Example

- Jane successfully completed the New Zealand Certificate in Nail Technology with the “Demonstrate and apply knowledge of contraindications to manicure and pedicure treatments”, “Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments”, and “Perform a manicure treatment or pedicure treatment” courses in it through The National School of Aesthetics.
- She now is applying to study the New Zealand Certificate and Diploma in Beauty Therapy through the National School of Aesthetics.
- She wishes to have this prior learning count towards her study to avoid repeating it.
- Jane would employ the Cross Crediting Procedure as the course is the same for both programmes.

Maximum Credits Allowed in Recognising Your Prior Learning

The maximum credits we will generally credit you with if your application is successful are:

Programme	Maximum Credits
New Zealand Certificate and Diploma in Beauty Therapy	20
New Zealand Certificate in Nail Technology	20

The exceptions to these maxima are:

Where a student successfully completes this programme at the National School of Aesthetics:	The student may be eligible for the following cross crediting for the following credit values for the following programmes:
New Zealand Certificate in Beauty Therapy	50 credits in the New Zealand Certificate in Nail Technology
	50 credits in the New Zealand Diploma in Beauty Therapy
	70 credits in the New Zealand Diploma in Beauty Therapy where electrology was successfully completed in the New Zealand Certificate in Beauty Therapy
New Zealand Certificate in Nail Technology	40 credits in the New Zealand Certificate in Beauty Therapy

We reserve the right to alter these maxima where the Board approves it (per application).



Enrolment

Enrolment is the process by which you finalise your commitment to study with us. This section covers how to complete your enrolment, including what the Government requires from you to fully enrol and gain funding. The [Admissions section](#) deals with how to apply for one of our programmes. See www.nasa.co.nz/enrol/ for more information.

In This Section

- [Completing Enrolment](#)
 - [Additional Enrolment Requirements for International Students](#)
- [Specific Enrolment Items](#)
 - [The Application and Enrolment Contracts](#)
 - [Proof of Citizenship \(All Students\) and Adequate Visas \(Non-New Zealanders\)](#)
 - [Proof of Identity](#)
 - [Types of Evidence to Prove Citizenship, Visas, and Identity](#)
 - [Enrolment Administration Fee \(All Students\) and Full Fees \(International Students Only\) on Enrolment](#)
 - [Your Public Trust Account](#)

Completing Enrolment

For us to complete your enrolment, we and the law require us to have:

- 1 Your completed enrolment form for the programme you are enrolling in
- 2 Your proof of citizenship
 - New Zealand citizenship; or
 - Australian citizenship; or
 - Overseas citizenship **AND**:
 - New Zealand residency class visa; or
 - Australian permanent residency; or
 - A current student visa and permit
- 3 Your proof of identity
 - *You should have provided this in your application.*
- 4 Your non-refundable successful application fee
- 5 Your completed Public Trust forms, where applicable

If you are an international student, you will also need to provide evidence of:

- 6 Payment of your full fees
 - *You should put these fees, in full, in Public Trust.*
- 7 Your current student visa
 - *You should gain this after your provisional enrolment.*
- 8 Your adequate medical and travel insurance
 - *You should gain this after your provisional enrolment but before you start the course or travel to New Zealand.*
- 9 Your current student permit
 - *You should gain this once you have arrived in New Zealand.*

Enrolments are taken on a first-come, first-served basis.

Your enrolment will be denied if any part is missing or not correct. Please ensure all parts of your enrolment are completed prior to submission. If, after we receive a partial submission, you take no further action, we reserve the right to bill you for time spent on "chasing you up". See the charges at www.nasa.co.nz/fees/

Making a false declaration is an offence under the Crimes Act 1961, so ensure the information you give on the enrolment form, in your submission, and in other documentation is truthful. We have the right to cancel your enrolment if you have misrepresented yourself in any way in any documentation you provide us.

When fully enrolled, you have paid for a service that allows you the right to attend the programme as enrolled in on your enrolment form and accepted into in your acceptance letter. We provide this service in full upon enrolment. The charges associated with your programme do not diminish or reduce in any way if you do not attend parts of the programme.

Additional Enrolment Requirements for International Students

If you are an international student, there are extra requirements you need to meet prior to starting one of our programmes. They include, but are not limited to:

- Proving, where English is not your first language, you have the adequate skills in the language through test results, such as IELTS or TOEFL (see the **Entry Requirements** for further information).
- Paying your full fees, not only the successful application fee, on enrolment.
- Gaining and continuing to hold approval from the Immigration New Zealand to study at the National School of Aesthetics by holding a valid, relevant student visa and permit.
- Holding adequate, current medical and travel insurance throughout your time studying with us.

Specific Enrolment Items

The Application and Enrolment Contracts

We use an enrolment contract similar to the one supplied by the Ministry of Education. For domestic students, there are two parts of this enrolment contract, which form one larger document. They are:

Application and Enrolment Contract, Part 1

You submit this when you apply, and it captures most of the statutory information we need to report to the Government in reports.

Application and Enrolment Contract, Part 2

You submit this when you enrol, and it confirms what you are studying, your fees, and the terms and conditions of your study with us. It also legally binds you and us in a contract.

We may supply you with other forms with your enrolment form. You may need to fill these out or follow the instructions to complete those forms successfully prior to us enrolling you.

By signing the enrolment form, you understand and agree to abide by the conditions of the legally-binding contract as well as the rules, regulations, policies, and procedures associated with the school.

In order to break the contract, you **must** follow the Withdrawal and Refunds Policies and Procedures, located in this section, or visit www.nasa.co.nz/withdraw/ for more information.

This Student Handbook is a companion to the enrolment form, and by signing the enrolment form, you verify you understand the information in the enrolment form, the Student Handbook, our Web site, and the course information pack.

When fully enrolled, you have paid for a service that allows you the right to attend the programme as enrolled in on your enrolment form and accepted into in your acceptance letter. We provide this service in full upon enrolment. The charges associated with your programme do not diminish or reduce in any way if you do not attend parts of the programme.

Proof of Citizenship (All Students) and Adequate Visas (Non-New Zealanders)

All students must prove:

- Their legal citizenship
- Their legal permission to study in New Zealand.

New Zealand Citizens

For New Zealand citizens, this can be a:

- Long-form birth certificate with your place of birth stated as New Zealand, the Cook Islands, Tokelau, or Niue, and listing your gender; or
- New Zealand passport; or
- Statement of Whakapapa, with date of birth, countersigned by a kaumatua; or
- Certificate of citizenship or a letter of confirmation of citizenship

New Zealand Permanent Residents (Non-NZ Citizens) and International Students

For non-New Zealand citizens, this can be an overseas passport with a valid New Zealand:

- Residency class visa and permit (New Zealand Permanent Residents); or
- Student visa and permit (international students).

For more information on student visas and permits, see www.immigration.govt.nz/study/

We **must** see the original student visa and permit, if you are an international student.

Proof of Identity

New Zealand citizens who supply a non-photo identification as proof of citizenship (birth certificate, statement of Whakapapa, or certificate of citizenship) will need to supply proof of identity.

This can be a:

- New Zealand driver's license
- Kiwi Access Card (18+) photo ID card
- New Zealand school-issued ID card
- Verified passport photo (see www.nasa.co.nz/enrol/application/#proof-of-identity for more information on the requirements for this).

Types of Evidence to Prove Citizenship, Visas, and Identity

Domestic students **must** supply **one** from **each column below**.

Proof of citizenship	Proof of identity
New Zealand passport	
Foreign passport with a valid New Zealand residency class visa	
Long-form birth certificate with your place of birth stated as New Zealand, the Cook Islands, Tokelau, or Niue, and listing your gender	New Zealand driver's licence
Statement of Whakapapa, with date of birth, countersigned by a kaumatua	Kiwi Access Card (18+) photo ID card
Certificate of citizenship or a letter of confirmation of citizenship	New Zealand school-issued ID card
	Verified passport photo

International students **must** supply a **valid passport** with a **valid New Zealand student visa and student permit**.

A driver's license does not prove you are a citizen and cannot be accepted as proof of citizenship.

You can either scan or take a photo of these on your phone, but they **must** be **clear and squared** (no angled photos or scans). You will need to bring the originals with you to your interview.

Acceptable Evidence

You can either show us the original at the interview or enrolment or send us a **verified copy**. Do not send us your originals in the post or by courier.

What is a Verified Copy?

A verified copy is a photocopy of an original document, signed and dated as a true and accurate copy by someone authorised in the Oaths and Declarations Act 1957 as able to take declarations. This person usually has an official stamp to use as well.

People authorised under the Oaths and Declarations Act 1957 to perform this include:

- Justice of the Peace (JP) or Notary Public
- Barrister or solicitor of the High Court
- Court Registrar or Deputy Registrar
- Member of Parliament
- New Zealand Transport Agency (NZTA), Public Trust, government department (including Internal Affairs and Inland Revenue) or local authority employee designated as taking oaths and declarations

If you are from a **remote community** and unable to access someone in one of these positions, you can use a school principal, minister of religion or general practitioner (GP).

The person signing the document must list their name, official designation, and date, and sign the document. It should also bear a phrase to the effect of, "I certify that this is a true and accurate copy" above the signature.

Change of Name

If your legal name is different from the one on your birth certificate, passport or other document, you must submit evidence that this new name is your legally current one. You can do this by submitting a marriage certificate (in case of name change by marriage) or deed poll declaration (change of legal name only).

Successful Application Fee (All Students) and Full Fees (International Students Only) on Enrolment

You must pay the non-refundable successful application fee (all students) and full fees (international students only) at enrolment.

All Students	International Students
You need to pay the non-refundable successful application fee at enrolment.	You need to pay your full fees at enrolment.
The fee holds your place in the programme.	The fees hold your place in the programme.
We must have your successful application fee before we:	We must have your fees before we:
<ul style="list-style-type: none"> • Fill out a Verification of Study (VoS) • Authorise your student loan • Authorise your Fees Free eligibility • Carry out further enrolment work • Can report you eligible for tuition subsidy 	<ul style="list-style-type: none"> • Provisionally enrol you • Confirm your eligibility for a student visa • Carry out further enrolment work
You must pay your successful application fee to the school in person at enrolment or by internet banking at least 24 hours before you enrol.	You must pay your fees directly to your Public Trust account number and individual analysis code as located on your Public Trust form at least 24 hours before you enrol.

You cannot pay the non-refundable successful application fee through a student loan.

Your student loan cannot pay this fee back.

The non-refundable successful application fee is due on enrolment.

Your Public Trust Account

In the case of receivership, liquidation (involuntary) or the revocation of NZQA Registration and / or Accreditation, your individual Public Trust account protects your paid fees. Individual means your student fee trust account pertains to you and is covered by an agreement between us and Public Trust.

This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013 and their subsequent amendments.

You are **required** to complete the Public Trust application and turn it in on enrolment if you pay any programme fees (e.g. student loan, fees over the Fees Free threshold, paying your own fees, international students).

Your student trust account works as follows. To us, Public Trust releases:

- \$3,000 or 20% of the programme fee, whichever is the lesser, on the ninth (9th) calendar day after the programme's starting date for domestic students and eleventh (11th) business day after the programme's starting date for international students.
- The remainder of the programme fee, in arrears and in equal payments, fortnightly.

This means if we could no longer permanently provide tuition to you for one of the reasons outlined above, you may be able to use the remainder of your fees (still in the trust account) to continue your studies at another provider or opt for a pro-rata refund.

If you are suspended, expelled or if you withdraw or disappear from the programme on or after the 9th calendar day after the programme's starting date (domestic students) or on or after the 11th business day after the programme's starting date (international students), you are not eligible for a refund, as per the conditions of your enrolment contract with us.

For more info on Student Fee Protection, please see www.feeprotect.co.nz.

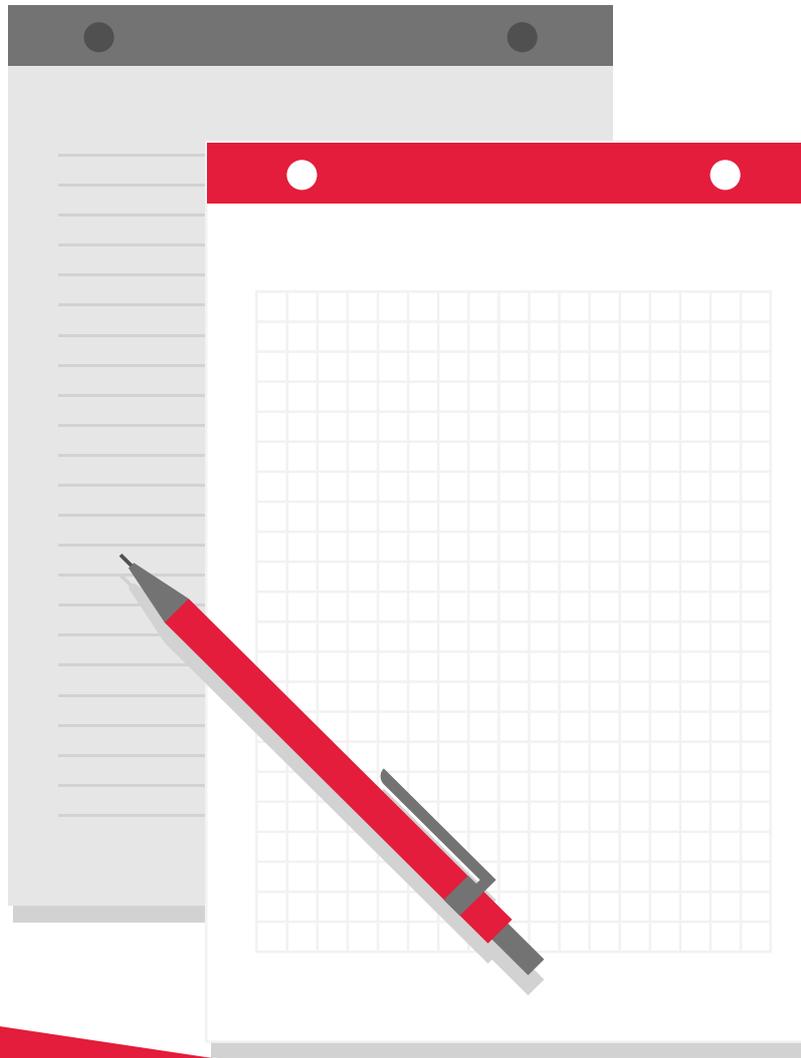
Public Trust Contact Details

Phone 0800 494 733

Web www.feeprotect.co.nz

The above statements are in no way indicative of the financial or operations status of the National School of Aesthetics. We have provided this information to help you make an informed decision about your education provider. Also, we are required by the Government to inform you of this policy.

Fees Free is outside the scope of the fee protection policy and is paid to us directly like the tuition subsidy is paid.



Withdrawals and Refunds

Withdrawal is the formal process by which we cancel your contract. You must complete formal withdrawal in order to withdraw. See www.nasa.co.nz/withdraw/ for more information.

In This Section

- [Your Withdrawal](#)
 - [Completing Your Withdrawal](#)
 - [What Is Not a Withdrawal](#)
 - [Informing StudyLink](#)
 - [Submitting Your Withdrawal](#)
 - [Withdrawal Administration Fees](#)
- [If You Do Not Withdraw](#)
 - [Reporting Non-Compliance to Government Agencies Within Five \(5\) School Days of Non-Attendance](#)
 - [If You Do Not Withdraw Within Seven \(7\) Calendar Days of Your Last Day of Attendance](#)
 - [If You Do Not Withdraw Within Fourteen \(14\) Calendar Days of Your Last Day of Attendance](#)
- [Expulsion](#)
- [Refund Policy](#)
 - [Domestic Students Refund Policy](#)
 - [Refund of Student Loans, Scholarships, and / or WINZ Payments](#)
 - [International Students Refund Policy](#)
 - [Refund Due to Immigration New Zealand Not Approving Student Visa](#)
 - [Refund Due to Cancellation of Programme Intake](#)
 - [Refund Due to Permanent Programme or Permanent School Closure](#)

Your Withdrawal

Completing Your Withdrawal

In order to withdraw from your programme, you are required to submit:

- | | |
|---|--|
| Your completed Withdrawal Form | <ul style="list-style-type: none">• Must be fully completed and bear your own signature• Available from www.nasa.co.nz/withdraw/ or from us |
| Your Public Trust Refund Form | <ul style="list-style-type: none">• Only if you are eligible for a refund• Must be fully completed and bear your own signature• Available from us |
| Written evidence of medical, visa non-approval, or hardship reasons
(if applicable) | <ul style="list-style-type: none">• For a withdrawal due to medical reasons, supply a letter or medical certificate from a qualified medical practitioner stating:<ul style="list-style-type: none">○ he or she has seen you and○ in his or her qualified medical opinion, you are medically unable to start or continue the programme you are enrolled in• For a withdrawal due to student visa non-approval, supply written evidence from Immigration New Zealand to support this reason.• For withdrawal due to hardship or other reasons, supply written evidence to support your reasons. |

What Is Not a Withdrawal

Using the following methods to say you want to withdraw is **not** considered a withdrawal:

- A phone call
- A text
- An instant message
- An email (without a completed Withdrawal Form)
- In person
- Through a classmate or another person

You are required to submit the documentation above fully and correctly in order to withdraw.

Informing StudyLink

If you have or will be getting a student loan and / or allowance, you need to inform StudyLink as well. We will not confirm this to StudyLink until you have submitted your full withdrawal.

Submitting Your Withdrawal

You must submit:

- the completed Withdrawal Form; and
- any supporting documentation:

Either:

- **in person** to the Student Liaison Officer; or
- **by courier** to the Student Liaison Officer; or
- **by email** to withdraw@nasa.co.nz:

immediately after you decide to withdraw.

You **should not**:

- Post, text, fax or instant message a copy to us.
- Leave it unattended on our premises.
- Have a fellow student deliver it.

It is your legal responsibility to ensure we receive your complete withdrawal.

We must receive your full withdrawal within two (2) weeks after you left the programme or prior to the end of the term during which you left the programme, whichever comes first.

Withdrawal Administration Fees

Your withdrawal may trigger administration fees which you must pay from your own personal money. Fees and charges are listed on our Web site at www.nasa.co.nz/fees/

If You Do Not Withdraw

If you wish to withdraw and do not complete withdrawal, we may take the following steps.

You may be billed for the time and resources used in pursuing your withdrawal. Fees and charges are listed on our Web site at www.nasa.co.nz/fees/

You are responsible for all programme fees and course related costs due, and you may not receive any refund, if eligible, if you do not correctly complete the withdrawal process.

Reporting Non-Compliance to Government Agencies Within Five (5) School Days of Non-Attendance

If you do not attend the programme for five (5) days in a row and do not contact us about your absenteeism, and if you hold a student loan and / or student allowance and / or any WINZ support, we will report your delinquency, as required by law, to StudyLink and / or WINZ. This may result in a decrease or cessation of living cost or other personal payments made to you by StudyLink and / or WINZ.

If You Do Not Withdraw Within Seven (7) Calendar Days of Your Last Day of Attendance

If you do not complete withdrawal within the seven (7) calendar days after leaving your programme, we may send you an email or letter to remind you you have not withdrawn from the programme.

If You Do Not Withdraw Within Fourteen (14) Calendar Days of Your Last Day of Attendance

If you do not complete withdrawal within fourteen (14) calendar days after leaving your programme, we may assume you have **abandoned your programme**.

We will:

- Notify StudyLink and any other Government bodies.
- Send you an email or letter notifying you we consider you have abandoned your programme.
- Cancel your enrolment if you do not respond within 72 hours after our email or letter.
- Pursue any debt you owe us, including through a debt collector, which may incur additional fees, interest and / or financial penalties.

Expulsion

Expulsion is where we remove you from your programme due to behavioural, disciplinary and / or other serious issues. We will confirm your expulsion in writing.

If we expel you from your programme, we:

- may not give you a refund; and / or
- may require your full programme fee and course related costs if you have not paid them by the point of expulsion.

Refund Policy

You must formally withdraw in order to be considered for a **refund** of some programme fees, whether attending or not. Refunds are only made for completed withdrawals falling within the refund periods specified by law. There are no refunds of course related costs.

The refund periods defined by law are:

Domestic student	Between your date of enrolment and before 3:30 PM on the 8 th calendar day of your programme
International student	Between your date of enrolment and before 3:30 PM on the 10 th business day of your programme

We will endeavour to have your fees refunded, where allowed within this policy, within fourteen (14) days of the receipt of your completed withdrawal. To complete any refund available to you or organisations like StudyLink, you must complete the Public Trust Refund Form correctly.

Our owners reserve the right to issue refunds outside the scope of these policies based on strongly-documented, compassionate grounds. This would be a rare occurrence.

We are not responsible for fluctuations in the New Zealand dollar against any foreign currency.

Domestic Students Refund Policy

If you withdraw (in writing, using the Withdrawal Form):	Between your date of enrolment and 8 th calendar day of your programme (latest is by 3:30 PM on the 8 th calendar day)	The 9 th calendar day of your programme and after
You will get back:	Any monies paid towards your programme fees, less \$500 or 10% of the total, whichever is the lesser.	No refund.

Refund of Student Loans, Scholarships, and / or WINZ Payments

If some or all of your fees have been paid by:

- StudyLink
- Work and Income New Zealand
- An organisation issuing you a scholarship
- Any other organisation

And you withdraw correctly, that portion of your programme fees (less \$500 or 10%, whichever is the lesser, paid from all sources):

- Will be returned to the appropriate organisation(s), wherever possible, if you have completed your withdrawal between your date of enrolment and the 8th calendar day of your programme.

You may need to provide us with the correct bank account from the other organisation to complete the refund correctly.

Government subsidies paid directly to us, like the Student Achievement Component 3+ funding, is not given or refunded to the student on withdrawal.

International Students Refund Policy

If you withdraw (in writing, using the Withdrawal Form):	Between your date of enrolment and 10 th business day of your programme (latest is by 3:30 PM on the 10 th business day)	The 11 th business day of your programme and after
You will get back:	Any monies paid towards your programme fees, less 10% of the total.	No refund.

Refund Due to Immigration New Zealand Not Approving Student Visa

Where Immigration New Zealand does not approve your student visa, we may adapt the International Students Refund Policy to the policy below as not to disadvantage you while recognising the work we have performed for you.

You must supply us with written evidence from Immigration New Zealand of their denial of your student visa.

<p>If you withdraw (in writing, using the Withdrawal Form) and supply written evidence of visa denial:</p>	<p>Between your date of enrolment and 10th business day of your programme (latest is by 3:30 PM on the 10th business day)</p>	<p>The 11th business day of your programme and after</p>
<p>You will get back:</p>	<p>Any monies paid towards your programme fees, less the Enrolment Withdrawal administration fee.</p>	<p>No refund.</p>

The Enrolment Withdrawal administration fee was \$300 as of printing of this document in September 2022. See www.nasa.co.nz/fees/ for up-to-date administration fees information.

Refund Due to Cancellation of Programme Intake

By law, we can cancel any programme intake seven (7) calendar days or more prior to the advertised starting date. You may need to complete a Public Trust Refund Form. Where this occurs, we will:

- Notify you of this in writing; and
- Refund all programme fees paid to the appropriate people or organisations.

Refund Due to Permanent Programme or Permanent School Closure

If we permanently close our entire operations, or voluntarily close your programme you are enrolled in and attending at the time of closure, you may receive a pro rata refund from the date of closure until the end of the programme for fees paid if we are not able to resume training in any form. Student fee protection mechanisms may take effect in some of these situations.

Situations like this could include, but are not limited to:

- Natural disasters
- Man-made or artificial disasters
- Revocation of NZQA-Registration
- Revocation of NZQA-Approval
- Revocation of NZQA-Accreditation
- Revocation of signatory to the Code of Practice (international students)

You may need to complete Public Trust and other forms to access the refund.



Programme Fees

Programme fees refer to the money you need to pay NaSA for your programme. These fees cover tuition and training and some products used in your training. [Extra expenses](#) or course-related costs are not included in your programme fees. If you are a domestic student, a [student loan](#), [Fees Free](#), a [Training Incentive Allowance](#), your own money, or a combination of some or all of them can help pay your programme fees. **Please ensure you can afford the programme fees and extra expenses before enrolling.**

In This Section

- [Programme Fees for Domestic Students](#)
 - [How to Pay for the Programme \(Domestic Students\)](#)
 - [Student Funding and Assistance \(Domestic Students\)](#)
 - [Student Loans and Allowances](#)
 - [Fees Free](#)
 - [Training Incentive Allowance](#)
- [Programme Fees for International Students](#)
 - [How to Pay for the Programme \(International Students\)](#)

Programme Fees for Domestic Students

Programme fees are the fees you pay for the programme itself. These fees cover tuition and training and some products used in your training. [Extra expenses](#) or course-related costs are not included in your programme fees.

How to Pay for the Programme (Domestic Students)

**All your programme fees are due by the first day of the programme.
If you are paying by Student Loan, apply early so payment reaches your account on time.**

Our payment terms for domestic students in our programmes are:

- You pay your full fees before or on your programme's first day.
- *If you are paying by Student Loan, this goes automatically to Public Trust.*
- *If you are a Fees Free eligible student, this amount is paid directly to us.*
- *If you are not paying by Student Loan, please pay Public Trust directly, using the bank account and your special code as instructed at enrolment.*
- You should pay all extra expenses when they become due. We do **not** place these into the individual trust account as they are outside the scope of that policy.
- Under the Public Trust scheme, we are unable to accept payment plans.

**Please follow the instructions on how to pay fees into your Public Trust account (if needed).
We bear no responsible for lost programme fees if you don't follow the instructions.**

Special Notes

- **Late payments attract penalty interest and / or programme fees may be sent to a debt collector for collection if the programme fees are not paid on time.**
- Apply for your student loan as soon as possible. Follow their instructions carefully.
- If someone else is paying your fees, you are responsible to make sure they know when they are due, to give them your invoices in a prompt manner, etc.

Student Funding and Assistance (Domestic Students)

If you are enrolled in a government-funded programme, you may be eligible for:

Assistance Type	Apply To
Student Loan	StudyLink
Student Allowance	StudyLink
Fees Free	Tertiary Education Commission
Training Incentive Allowance	Work and Income New Zealand

Student Loans and Allowances

Student Loans

A student loan can help cover some or all of a student's programme fees and some of their extra expenses or course-related costs.

A student loan needs to be paid back. You repay your student loan to Inland Revenue (IRD).

You apply for the student loan yourself. We do not do this for you.

The different parts of a student loan are:

Compulsory fees

- The compulsory fees section pays some or all of your programme fees.
- Your international examination fees **cannot** come from compulsory fees.
- StudyLink pays the compulsory fees component directly to our Public Trust account for us to allocated to your individual account.

Course-related costs

- The course-related costs section pays up to \$1,000 for extra expenses or course-related costs.
- StudyLink pays the course-related costs component to your account to either reimburse yourself for your costs or to pay for some of your course-related costs.

Living costs

- The living costs section can pay up to a certain amount per week for things like your rent, groceries, and so on.
- The amount paid depends on your circumstances.
- In some circumstances, you may be eligible for a student allowance instead.
- StudyLink pays the living costs component to your account.

Student Allowances

A student allowance can help cover some of your living costs while studying with us.

A student allowance does not need to be paid back.

You apply for the student allowance yourself. We do not do this for you.

StudyLink pays the student allowance to your account.

Eligibility for a student allowance depends on your circumstances.

If you are not eligible for a student allowance, you can borrow a similar amount from the living costs section of your student loan.

Not Meeting Programme Requirements with a Student Loan and / or Allowance

If you don't meet programme requirements, StudyLink may revoke your student loan and / or allowance.

If this happens, StudyLink may:

- Ask for immediate repayment.
- Refuse any further applications for student loans and / or allowances until you pass another programme by 50% or more, paid for with your own money.

Contacting StudyLink

You can contact StudyLink in the following ways:

Phone 0800 88 99 00

Web site www.studylink.govt.nz

You will need to fill out a contract with StudyLink (online) and submit it with supporting documentation.

Please make sure you complete this as soon as possible to avoid delays in payment.

Fees Free

Fees Free is a government scheme where students who have never studied at the tertiary level may be eligible for up to \$12,000 GST inclusive to pay for programme fees and extra expenses.

Fees Free does not need to be paid back.

You need to find out if you are eligible for Fees Free. You can do this by:

- Going to www.feesfree.govt.nz
- Entering your National Student Number (NSN)
- Following the prompts and receiving an answer.

TEC pays us your Fees Free directly as a monthly subsidy.

What If Fees Free Reports You as a “Maybe”

If Fees Free reports your eligibility as “Maybe”, you need to start the student loan process as well as sign the declaration for Fees Free if you feel you are eligible.

You will have to arrange a student loan to pay some or all your programme fees to Public Trust if:

- You are a student in the New Zealand Certificate and Diploma in Beauty Therapy, where the programme fees and extra expenses are total more than the Fees Free payment; or
- We do not have confirmation of your eligibility for Fees Free; or
- Your Fees Free status is a “20YY starter” where YY is a year. This indicates you may have consumed some or all of your Fees Free entitlement in a previous year. Fees Free does not let us know what you are entitled to until a few months after you start your programme.

If Fees Free is reporting you as a “Maybe”, follow these steps:

1. Enter your NSI number into the Fees Free Web site at www.feesfree.govt.nz. The “What are your study or training plans?” page will load.
2. On the “What are your study or training plans?” page, click “Provider Based Study”. The “When will you be starting your tertiary course or programme?” page will load.
3. On the “When will you be starting your tertiary course or programme?” page, click the year you are studying (not necessarily the year that it is right now). The “Have you been enrolled in a school in or after 20YY?” page will load.
4. On the “Have you been enrolled in a school in or after 20YY?” page, click the correct answer to the school-based question (either “Yes” or “No”). A new page loads.
5. On this page, your status will say “Maybe”.
6. Scroll to the bottom of the page and click “Statutory Declaration”.
7. Enter your details.
8. You will get a Statutory Declaration form emailed to you straight away.
9. Print the Statutory Declaration.
10. Search Google or justiceofthepeace.org.nz for a Justice of the Peace to witness the form.
 - a. There is a JP at most local libraries one morning per week.
 - b. You do not need to make an appointment with a JP at the library usually.
11. Find your full New Zealand birth certificate and photo ID (driver’s license), or passport.
12. Take the Statutory Declaration form and your ID to the JP to get them to sight and stamp the form.
13. Scan and email the signed Statutory Declaration form back to Fees Free on feesfreecheck@tec.govt.nz.

14. TEC will email you back within a certain number of working days to let you know if you are approved for Fees Free.

What Does Fees Free Cover in Each Programme?

This information is based on you being eligible for the full \$12,000 GST inclusive Fees Free payment.

- New Zealand Certificate and Diploma in Beauty Therapy [CO3691]**
- Part of your programme fees (you will need to pay the rest)
 - Your ID badge and Public Trust Account Fee (where required)
 - Your compulsory textbooks
 - Your first headband
 - Your first sponges
 - Your first 10 electrology probes

- New Zealand Certificate in Nail Technology [NZ3443]**
- Your full programme fees
 - Your ID badge and Public Trust Account Fee (where required)
 - Your compulsory textbooks
 - Your nail technology practice hand
 - Your acrylic nail technology kit
 - Your gel nail technology kit

What Does Fees Free Not Cover?

- International examinations (ITEC)
- Any optional extra expenses
- Replacement of required extra expenses (a new book or ID badge to replace a lost one)
- Any external extra expenses (like your uniform, linen kit, et cetera)
- Any additional (subsequent) headbands, sponges, probes, top-ups to nail technology kits, nail files, et cetera.

Training Incentive Allowance

The Training Incentive Allowance is a one-off payment made by Work and Income New Zealand for certain beneficiaries to help with programme costs and extra expenses.

The Training Incentive Allowance does not usually need to be paid back.

You apply for the Training Incentive Allowance yourself. We do not do this for you. Your WINZ case manager will give you a form (or you can download this from the Work and Income New Zealand Web site). You will need to fill out your sections, and we will have a section to fill out as well. Please make an appointment with us – do not show up without an appointment – so we can complete this section for you.

You will need to make an appointment with your WINZ case manager to discuss your options. It pays to make a follow-up appointment at your first appointment so you can streamline the process for you.

WINZ may pay us some, or all, of your Training Incentive Allowance directly. They may also pay you, or other providers (day care for your children, for example), directly. This varies from case to case.

You can find more about the Training Incentive Allowance on the Work and Income New Zealand Web site here: www.workandincome.govt.nz/products/a-z-benefits/training-incentive-allowance.html

Please make sure your WINZ case manager emails us with what any Training Incentive Allowance payment is to pay for.

We can't allocate the money correctly if we don't know what it is for.

Contacting Work and Income New Zealand

You can contact Work and Income New Zealand in the following ways:

Phone 0800 559 009

Web site www.workandincome.govt.nz

Programme Fees for International Students

Programme fees are the fees you pay for the programme itself. These fees cover tuition and training and some products used in your training. [Extra expenses](#) or course-related costs are not included in your programme fees.

How to Pay for the Programme (International Students)

All your programme fees are due on enrolment.

Our payment terms for international students in our programmes are:

- You pay your full fees on enrolment.
- *Please pay Public Trust directly, using the bank account and your special code as instructed at enrolment.*
- You should pay all extra expenses when they become due. We do **not** place these into the individual trust account as they are outside the scope of that policy.
- Under the Public Trust scheme and New Zealand immigration laws, we are unable to accept payment plans.

**Please follow the instructions on how to pay fees into your Public Trust account (if needed).
We bear no responsible for lost programme fees if you don't follow the instructions.**

Special Notes

- **We cannot authorize or approve your enrolment until all your programme fees are paid to the full New Zealand amount.**



Extra Expenses

Extra expenses are course-related costs in addition to your programme fees. Extra expenses may be purchased at the school, through a partner organisation, through a specific supplier, or through one of many stores. In some cases, you may need to pay these extra expenses from your own money. **Please ensure you can afford the programme fees and extra expenses before enrolling.**

In This Section

- [About Extra Expenses](#)
- [About the Extra Expenses Tables](#)
- [The Extra Expenses Tables](#)
- [Uniforms](#)
 - [Example of Regulation Uniform Top, Hair, Makeup, and Jewellery](#)
 - [Example of Acceptable Business Dress Pants, Socks, and Shoes](#)
- [Computer, Software and Printer](#)
- [Workplace First Aid Certificate](#)
- [Implements and Consumables](#)
- [Linen Kit](#)
- [Other Required Extra Expenses](#)
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- [Books](#)
- [International Qualifying Examinations](#)
- [When You Need These Extra Expenses](#)
 - [Before You Start Your Course, You Will Need...](#)
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- [Special Notes](#)
- [Accommodation and Flatting](#)
 - [Suggested Accommodation Providers](#)
 - [Flatting](#)
 - [Finding a Flat in Christchurch](#)
 - [Approximate Costs of Flatting](#)
 - [Tenancy Protection and Issues](#)

About Extra Expenses

Extra expenses are course-related costs above and beyond your [programme fees](#). We cover extra expenses in our course information pack, but this document gives you further information on them, like where to purchase them and why you need them. **You need to pay us or the supplier in full for the goods before we will give them to you.**

Before your first day of class, we will email you invoices from us for your programme fees and school-related extra expenses.

You can find more information on programme fees and extra expenses at www.nasa.co.nz

About the Extra Expenses Tables

The extra expenses tables detail which items you are required to purchase for your programme. These tables are located on the next two pages. Information on individual items is located in this document.

- | | |
|--------------------------------|--|
| NaSA extra expenses | <ul style="list-style-type: none">• Must be purchased from the National School of Aesthetics• You will be emailed an invoice for your programme fees and extra expenses before the first day of the programme.• Must be paid for on or soon after the first day of class• Can be paid online (via Xero or internet banking) or in person (cash, credit cards, EFTPOS) |
| External extra expenses | <ul style="list-style-type: none">• Can be purchased from a specific supplier outside the school or any number of suppliers outside the school• Must have required items by the time specified |

These prices are as realistic to the actual cost as possible. We include sources where we can. The National School of Aesthetics bears no liability for changes in prices or requirements.

Do not pay your extra expenses to Public Trust.

2024 Extra Expenses

Extra expenses are course-related costs outside the programme cost.

All Programmes

Type	Where to purchase	Covered by Fees Free?	Cost
Successful Application Fee			<i>Required and non-refundable</i>
Successful application fee due at enrolment – every enrolment	NaSA	No	\$150
Uniform			<i>Required unless marked otherwise</i>
Regulation top (1 required, 2 suggested) sizes 8 - 20 – Roomy fit	via NaSA	No	\$119
Regulation top (1 required, 2 suggested) sizes 22 - 26 – Roomy fit	via NaSA	No	\$157
Regulation top (1 required, 2 suggested) sizes over 26 – Roomy fit	via NaSA	No	Varies
Regulation top (1 required, 2 suggested) – Male variant	via NaSA	No	Varies
Regulation black business dress pants (no narrow / skinny / jeans)	External supplier	No	Varies
Sturdy black plain slip-on flat soft-soled shoes (no laces)	External supplier	No	Varies
Black socks or black pantyhose socks	External supplier	No	Varies
Plain black cardigan (buttoned) – optional	External supplier	No	Varies
Computer and Accessories			<i>Highly recommended</i>
Laptop or computer	External supplier	No	Varies
Printer and print cartridges	External supplier	No	Varies
Workplace First Aid Certificate			<i>Required</i>
Workplace First Aid Certificate (must be NZQA-Approved)	First aid schools	No	\$195
Implements and Consumables			<i>Required and ongoing unless marked otherwise</i>
Linen kit (a selection of towels) – required once only	External supplier	No	\$120 - \$580
Roll of cotton pads, bag of cotton buds and box of tissues	External supplier	No	\$9 (all)
Disposable medical (surgical) face masks	External supplier	No	\$8 / pack
Box of vinyl gloves (box of 100)	External supplier	No	\$18
Small personal medical kit (Band-Aids, pain killers, eye drops)	External supplier	No	Varies
Other Extra Expenses			<i>Required</i>
Student ID Badge	NaSA	Yes (1 time)	\$15
Public Trust Account Fee	NaSA	Yes	\$38
Pencils, pens, paper – ongoing costs	External supplier	No	Varies
Binders for notes (2 for beauty, 1 for nails) and dividers	External supplier	No	Varies
Suitcase / carrying case	External supplier	No	Varies

New Zealand Certificate and Diploma in Beauty Therapy

Type	Where to purchase	Covered by Fees Free?	Cost
Books			<i>Required unless marked otherwise</i>
5 beauty therapy textbooks	NaSA	Yes	\$548
Anatomy & Physiology Student Workbook – optional	External supplier	No	Varies
Implements and Consumables			<i>Required and ongoing unless marked otherwise</i>
Headband – usually required once	NaSA	Yes (1 time)	\$15
Facial sponges	NaSA	Yes (1 time)	\$10 / pair
Set of make-up brushes (required once) and 2 powder puffs	External supplier	No	\$60
Eye shadow palette (9+ shades, neutral palette) – required once	External supplier	No	\$18
Mascara and disposable mascara wands	External supplier	No	\$45
Nail files (emery board) – Professional size 200-240 grit	NaSA	No	\$1 each
3-way buffer for natural nails	NaSA	No	\$4
Nail polish (Essie Really Red or similar red)	External supplier	No	\$20
1 slanted pair of tweezers (Tweezerman brand) – required once	External supplier	No	\$44
Card of probes (10 probes per card)	NaSA	Yes (1 time)	\$15
International Examinations (ITEC)			<i>Optional (you can choose which to sit)</i>
ITEC Diploma (one only -- you can sit up to 2 or 3)	NaSA	No	\$520 each

2024 Extra Expenses (Continued)

New Zealand Certificate in Nail Technology

Type	Where to purchase	Covered by Fees Free?	Cost
Books		<i>Required unless marked otherwise</i>	
1 nail technology textbook	NaSA	Yes	\$201
Nail Technology Kits and Supplies		<i>Required and ongoing unless marked otherwise</i>	
Acrylic nail technology kit – required once only	NaSA	Yes (1 only)	\$911
Gel nail technology kit – required once only	NaSA	Yes (1 only)	\$625
Nail technology practice hand – required once only	NaSA	Yes (1 only)	\$100
Nail files (must be emery board) – Professional files (ongoing)	NaSA	Yes (1 time)	\$21 / set
Replacements for acrylic and gel nail technology kits (ongoing)	NaSA	No	Varies
International Examinations (ITEC)		<i>Optional</i>	
ITEC Diploma in Nail Technology	NaSA	No	\$520

Notes

- Please **create a realistic budget before applying** to ensure you can afford it: include accommodation, transportation.
- The costs and items we list are as accurate as possible and were accurate as of 22 August 2023. We bear no responsibility or liability for changes in prices or requirements.
- **Student Handbook and Students section on our Web site:** You can find more information on some items and accommodation in our Student Handbook (www.nasa.co.nz/downloads/#student-handbook) and the Students section on our Web site (www.nasa.co.nz/students/).
- **Where to purchase / suppliers:** Some extra expenses you purchase through us (Aesthetics House Limited trading as The National School of Aesthetics also known as NaSA). We purchase some of those expenses through Aesthetics Importing, a separate company. Where the “Where to purchase” column states “External supplier”, this means you may be able to source them from multiple stores. It is up to you to make sure you get the right extra expenses for the best price available, so it may pay to shop around.
- Before you start the programme, you will receive invoices from Aesthetics House Limited trading as The National School of Aesthetics: one for programme fees, another for extra expenses, another for uniform. You will also receive a statement with any payments received.
- **Covered by Fees Free?** You must be fully eligible for Fees Free for all your extra expenses purchased through the school (as marked) to be paid by Fees Free. Where a student only has part of their Fees Free left, or their Fees Free does not cover the entire cost of the extra expenses and programme fees, we apply Fees Free to extra expenses first. No variations are allowed unless approved by NaSA management first.
- **Successful application fee:** Every successful applicant must pay the successful application fee upon each enrolment. This cannot come from a student loan or Fees Free.
- **Regulation uniform top:** Based on Aesthetics Importing 2024 prices as quoted on 15 August 2023. Buy via NaSA.
- **Computer and accessories:** Students need a computer (desktop or laptop) to complete case studies and other written (typed) assessments. They require a printer as well (or get printing done at someplace like Warehouse Stationary) to turn their case studies or other assessments in by hand, where and when required.
- **Workplace First Aid Certificate:** Based on St John’s price on 14 July 2023.
- **Linen kit (excluding headband)** was priced at between \$120 and \$240 for the New Zealand Certificate in Nail Technology and between \$290 and \$580 for the New Zealand Certificate and Diploma in Beauty Therapy from Briscoes: Hotel @ Home Essentials Bath Towel (bath towels), Hotel @ Home Essentials Hand Towel (hand towels), Hotel @ Home Essentials Spa Towel (spa towel / bath sheet) and Galaxy 225TC Polycotton Flat Sheet (single sheet) on 14 August 2023. The higher price on linen kits reflects twice as many towels and sheets for students who have issues drying their linen kit overnight and therefore will need a second set of sheets to be prepared for class.
- **Consumables:** Cotton pads, cotton buds, tissues and disposable face masks were priced at \$2.80 per pack (Help @ Hand Cotton Pads Make Up 80 pack), \$3.50 per pack (Swisspers Cotton Buds Cosmetic Tips 100g), \$3.00 per box (Essentials Tissues Facial 224 pack) and \$7.70 per box (Health Warrior Face Masks 25 pack) respectively from Countdown on 14 July 2023.
- **Medical kit:** We are not allowed to administer medication (Panadol, Ibuprofen, et cetera), so you will need to bring your own.
- **Textbooks:** You will need to purchase your required textbooks directly from us to ensure they are the correct version and printed in the same batch. This also allows you to highlight and write notes in the books yourselves and keep them for later reference.
- A **basic makeup brush set** is priced around \$50, but prices can vary. Some students already have their own kits, which are fine for classroom use as long as they meet the requirements listed in the Student Handbook. Powder puffs were priced at \$9 for 2 at Famers on 14 July 2023.
- **Eyeshadow palette** was priced at \$18 (Revolution Pro Regeneration Eyeshadow Palette, Nude Au Naturel) from Farmers on 14 July 2023.
- **Mascara** was priced at \$33 (Maybelline Lash Sensational Full Fan Effect Mascara Blackest Black) from Farmers, and disposable mascara wands were \$12 (Makeupplus Disposable Mascara Wands) from Minifies on 14 July 2023.
- **Nail files** were priced around \$1 for one 200-240 grit nail file from Aesthetics Importing on 15 August 2023.
- **Three-way buffer** was priced around \$4 for a 400/600 buffer from Aesthetics Importing on 15 August 2023.
- **Nail polish** was priced \$20 (Essie Really Red) from Farmers on 14 July 2023.
- **Tweezers** were priced at \$44 for Tweezerman brand Slant Tweezer from Beauty Bliss on 14 August 2023.
- **Box of gloves** were priced around \$18 for Elite Vinyl Powder Free Clear Gloves (100 count) from CSS on 14 July 2023.
- **International examinations** are based on 2023 prices. These can increase from 2% to 5% per year and are also dependent on a stable exchange rate.
- You may need to **refresh, restock or replace some extra expenses** over time. We cannot give you an estimate on costs as this can vary from student to student and how well they maintain their equipment or go through their stock.
- External prices were priced, in some instances, from a low- to moderate-cost source. These are estimates only, and we bear no responsibility for fluctuations in these prices.
- These items do not include products or equipment for home use or study.

Uniforms

Item	Where to buy	Required or optional	Notes
Regulation top	National School of Aesthetics	Required	<ul style="list-style-type: none"> • 2 recommended – 1 in wash, 1 to wear • Should have enough room to move freely • Get fitted at least 3 weeks before the course from the National School of Aesthetics • No second-hand / variants allowed
Cardigan	Clothes store	<i>Optional</i>	<ul style="list-style-type: none"> • Plain, black, button-up
Business dress pants	Clothes store (Farmers)	Required	<ul style="list-style-type: none"> • Black business dress slacks with normal to boot / slightly flared cut • No tight-fitting or extremely flared slacks • No jeans, no leggings, no haram pants • Must be full length pants (no 3/4 or 7/8 pants) • Should be able to crouch and deliver body massage in them
Socks	Clothes store	Required	<ul style="list-style-type: none"> • Black if normal socks • Pantyhose socks - black, neutral, mid-tan
Shoes	Shoe store	Required	<ul style="list-style-type: none"> • Plain, black, slip-on • Flat, soft-soled, sturdy leather • No fabric shoes • No laces, no high heels

Photos of acceptable uniforms, shoes, and grooming can be found on our Web site at:

www.nasa.co.nz/students/during-your-course/uniform-and-hygiene/ The top is now black.

See the Rules and Regulations at the end of the Handbook for restrictions on **jewellery, piercings, hair, makeup**, and so on.

We have included photos of the uniform in the Student Handbook. They are:

- [Example of Regulation Uniform Top](#)
- [Example of Regulation Hair Style](#)
- [Example of Regulation Makeup](#)
- [Example of Regulation Jewellery](#)
- [Example of Acceptable Business Dress Pants](#)
- [Example of Regulation Socks](#)
- [Example of Regulation Shoes](#)

Example of Regulation Uniform Top, Hair, Makeup, and Jewellery



Example of Acceptable Business Dress Pants, Socks, and Shoes



Computer, Software and Printer

Item	Where to buy	Required or optional	Notes
Computer or laptop	Electronics store	Highly recommended	<ul style="list-style-type: none"> Use this device for assignments, case studies, portfolio work, take notes, and more You should have access to Microsoft Word 365 to complete your case study forms and portfolio forms
Printer	Electronics store	Highly recommended	<ul style="list-style-type: none"> Use this device to print off your assignments, case studies, portfolio work and more Speak with your tutor first regarding whether you need to submit electronically or by paper
Printer cartridges	Office supply store or electronics store	Highly recommended	<ul style="list-style-type: none"> Dependent on the type of printer you buy, you will need replacement printer cartridges Speak with your tutor first regarding whether you need to submit electronically or by paper

We highly recommend you have these items so you can complete your assignments and projects, case studies, portfolio work (nail technology students only), take notes, and so on.

Some tutors require you to complete your assessments electronically and upload them to Teams or a similar platform. Neither a cellphone nor a tablet may be able to process the macro Word documents, so it will be vital for you to have access to a computer or laptop.

You are not required to buy a new computer or laptop with new software if you have a computer or laptop already. We do suggest you make sure the word processing application you use is Microsoft Word 365 as the case study templates have been created in that application.

Workplace First Aid Certificate

You must have a valid Workplace First Aid Certificate throughout your time studying with the National School of Aesthetics. This is an NZQA requirement.

Provider	Contact Details	Acceptable Certificate
City First Aid Training	info@cityfirstaid.co.nz 0800 277-222	First Aid at Work
First Aid and CPR Training (FACT)	training@factco.nz 0800 FACT Co	NZQA First Aid at Work
GB Integrated Wellness	enquiries@triex.co.nz 0800 487-439	Workplace First Aid (8 Hours)
Life Care Consultants	info@lifecare.co.nz 0800 493-559	First Responder First Aid Training
Red Cross New Zealand	firstaid@redcross.org.nz 0800 733 27677	Essential First Aid
St. John New Zealand	enquiries@stjohn.org.nz 0800 785-646	First Aid Level 1

FACT offers a discount to our students. Please speak with the Student Liaison Officer regarding this.

Providing Evidence You Have a Workplace First Aid Certificate

To prove you have a current workplace first aid certificate, you will need to:

- If your first aid training provider emails you a copy of your workplace first aid certificate, forward the email to our Student Liaison Officer on info@nasa.co.nz; or
- Scan a clear, squared copy of the original of your workplace first aid certificate and email it to the Student Liaison Officer on info@nasa.co.nz; or
- Show the Student Liaison Officer the original of your workplace first aid certificate and ensure a photocopy is taken for school records; or
- Show the Student Liaison Officer the original of your wallet-sized workplace first aid certificate (card-sized) and ensure a photocopy is taken for school records; or
- Bring the Student Liaison Officer a suitable photocopy of your workplace first aid certificate for school records.

Keeping Your Workplace First Aid Certificate Current

If your workplace first aid certificate expires while you are studying with us, you will need to replace it before the due date below to ensure it remains current.

Your workplace first aid certificate expires:	Between the start of term 1 and the end of term 2	Between the start of term 3 and the end of term 4
Your replacement workplace first aid certificate is due to us by:	The first day of term 1	The first day of term 3

Implements and Consumables

Item	Where to buy	Notes
Consumables	Supermarket Pharmacy Beauty supplier	<ul style="list-style-type: none"> • Bag or box of cotton buds • Roll of cotton pads • Box of unscented facial tissues • Box of correctly sized vinyl gloves • Box of disposable medical (surgical) masks
Small medical kit	Chemist	<ul style="list-style-type: none"> • Band-aids, Panadol, medical remedies
Makeup and nail products <i>Beauty therapy only</i>	Combined Salon Suppliers Minifies Farmers Pharmacy Beauty supplier	<ul style="list-style-type: none"> • Eyeshadow palette <ul style="list-style-type: none"> ○ At least 9 shades ○ More neutral palette for learning ○ Revolution, ChiChi, Morphe are good brands available at Farmers, Mecca and online stores.
		<ul style="list-style-type: none"> • Mascara <ul style="list-style-type: none"> ○ Maybelline or another well-known brand is acceptable. • Disposable mascara wands
		<ul style="list-style-type: none"> • Makeup brushes. To include: <ul style="list-style-type: none"> ○ Foundation brush ○ Powder brush ○ Blusher brush ○ 2 eyeshadow brushes ○ Lip brush ○ Brow comb ○ Any add-ons as wanted • 2 x powder puffs • If you have a set, do not buy more.
		<ul style="list-style-type: none"> • Nail polish <ul style="list-style-type: none"> ○ Essie Really Red or similar red ○ Essie is available at Farmers
Nail files	National School of Aesthetics	<ul style="list-style-type: none"> • Nail files <ul style="list-style-type: none"> ○ Emery boards only ○ Professional size Black 200-240 grit
		<ul style="list-style-type: none"> • 3-way nail buffer

Item	Where to buy	Notes
<p>Tweezers <i>Beauty therapy only</i></p>	<p>Beauty Bliss Cosmetologists Style HQ Search Google for other suppliers</p>	<ul style="list-style-type: none"> • 1 pair slanted • Tweezerman or LaVaque brand highly recommended
<p>Sponges <i>Beauty therapy only</i></p>	<p>National School of Aesthetics</p>	<ul style="list-style-type: none"> • Pair for facial and body work
<p>Electrology probes <i>Beauty therapy only</i></p>	<p>National School of Aesthetics</p>	<ul style="list-style-type: none"> • You must purchase additional probes throughout the year
<p>Nail technology kits and hand <i>Nail tech only</i></p>	<p>National School of Aesthetics</p>	<ul style="list-style-type: none"> • Acrylic nail technology kit • Gel nail technology kit • Practice hand

Linen Kit

Linen Item	Colour	Beauty Cert & Diploma	Nail Technology
Bath towels	White	2	2
	Brown or black	2	2
Hand towels	White	4	4
	Brown or black	1	1
Bath sheets / Spa towels	White	1	1
Single-sized cotton (non-fitted) bed sheet	White	1	1
Headband	White	1	1

You must wash your linen kit after class in preparation for the next day's classes.

If you are unable to dry your linen kit overnight due to not having a dryer or adverse weather conditions, you may need to buy a second linen kit so you are prepared for class.

We highly suggest inexpensive towels as they are cheap then to replace if you stain them. You can purchase them through Briscoes, Farmers, Kmart, Bed, Bath and Beyond, the Warehouse, or wherever has towels inexpensive and / or on sale.

Headbands are available through the National School of Aesthetics.

Other Required Extra Expenses

Item	Where to buy	Notes
Student ID Badge	National School of Aesthetics	<ul style="list-style-type: none"> For ID purposes, needed for assessments
Public Trust Account Fee	National School of Aesthetics	<ul style="list-style-type: none"> Covers the cost of the Public Trust account set up in your name
Stationary	Stationary shop	<ul style="list-style-type: none"> Pens, pencils, A4 paper, ring binders for notes <ul style="list-style-type: none"> Coloured pencils and dividers for binder (beauty therapy usually needs 12 or more, nail tech needs 1 packet) 2 ring binders for beauty, 1 ring binder for nails
Tupperware box	Supermarket	<ul style="list-style-type: none"> For main consumables (small)
<u>Suitcase / Carrying case</u>	Luggage shop	<ul style="list-style-type: none"> Carry-on case with wheels suggested No larger than 80 h x 50 w and 40 d (cm)

Other Costs

Be aware of other costs you may have towards this programme, such as product kits you want for practice at home, transport, accommodation, childcare fees, and so on. Make a budget and figure out your income and expenses to ensure you have the proper resources to engage fully in your training.

Recommended Items

Tutors and team members may also recommend other items for both school and home use.

You are under no obligation to buy these items, but we require you to practice routines and treatments off-campus. You will need to purchase products and items to do this. You also will need to study effectively off-campus, and we may recommend study guides to help you with this.

Books

**You must purchase all books required for your programme from
The National School of Aesthetics.**

All books are available for purchase through The National School of Aesthetics. Please see which books are compulsory for your programme in the list in the table. As versions of the books can vary, you are required to purchase your textbooks through The National School of Aesthetics unless instructed otherwise, ensuring you have the correct versions.

Recommended Reading Lists

Many textbooks and other reading material are available for the courses we offer, and we may offer a recommended reading list for you to either purchase the books from a third-party supplier or borrow them from the public library (if the books are available).

For the beauty therapy programme, we highly suggest the *Anatomy & Physiology Student Workbook* by Kate L Tierney, ISBN-13 978-1468175806. This is relatively inexpensive for a Kindle version.

International Qualifying Examinations

There's more about international examinations in [the International Examinations section](#).

International qualifying examinations are optional but highly recommended. Some students sit all examinations while others only one; the choice is yours.

You apply for international examinations through us. Please see [the Important Dates section](#) for application due dates. Please note that some examinations may not be available dependent on student numbers and international examining bodies trips to New Zealand.

Exam dates listed in this document are indicative only and are subject to change. Fees for international examinations vary.

International qualifying examinations are considered an extra expense and the costs cannot be drawn down from the course cost section of the student loan (as they are not compulsory).

Our Education and Training Team will discuss these international examination options more in-depth with your class later in your programme.

When You Need These Extra Expenses

This section tells you when you need to have these extra expenses by. Please refer to [the Extra Expenses tables](#) to see which specific items are related to your programme as items for both the New Zealand Certificate and Diploma in Beauty Therapy programme and New Zealand Certificate in Nail Technology programme are listed here.

Before You Start the Course, You Will Need:

	Beauty Cert & Diploma	Nail Technology
Your uniform	X	X
Your linen kit (except the headband)	X	X
Your implements and consumables (excluding nail files and buffers, and sponges)	X	X
Your stationary	X	X
Your suitcase / carrying case	X	X
Your Workplace First Aid Certificate	X	X
Your computer or laptop	X	X
Your makeup brushes and related supplies	X	
Your eyeshadow palette, mascara, mascara wands and nail polish	X	

Continues next page

Within the First Few Days of Your Course, You Will Need:

	Beauty Cert & Diploma	Nail Technology
Student ID badge	X	X
Public Trust account fee	X	X
Books	X	X
Nail files and buffers	X	X
Electrology probes	X	
Headband	X	
Sponges	X	
Nail technology kits		X
Nail technology practice hand		X

Some items may not be immediately available after payment.

Within the First Few Weeks of Your Course, You will Need:

	Beauty Cert & Diploma	Nail Technology
Any other consumables or extra expenses you may need	X	X

Special Notes

- If you require medical clearance for a physical or mental health issue to attend the programme, please either see your doctor or an appropriate medical professional.
- If you require diagnosis of a suspected learning disability, please contact the school or your local Citizens Advice Bureau for guidance.
- If you need child care for your child, check Google or Yellow for more information.
- If you need budgeting advice or other purposes, the Citizens Advice Bureau is available on 0800 FOR CAB (0800 367-222) or www.cab.org.nz.
- Workplace First Aid Certificates are due by the day you start the course, so to avoid disappointment, book your course well in advance. You do not book this through us.
- **You cannot take time off the programme to attend First Aid Training!** Complete first aid training in your own time and don't leave it to the last minute.
- Your Workplace First Aid Certificate must be valid beyond the course end date.
- You will need to pay for international examinations by the due date.
- For Clinic Days, we supply linen and consumables for treatments on paying clients.

We strongly encourage you to:

- **Ensure your immunisations are up to date.**
- **Get the flu shot when it is available.**
- **Get the COVID-19 vaccination when needed.**

Illness can spread very easily through an educational environment.

Accommodation and Flating

Please see www.nasa.co.nz/info/accommodation/ for updates.

Suggested Accommodation Providers

Some apartment-like living environments to reside at while studying with us are:

Provider	Contact Information	
Ilam Student Accommodation – UniLodge	Ilam Student Accommodation 2 Homestead Lane Ilam Christchurch 8041	Phone: +64 3 266 0400 ilam@unilodge.co.nz
	Web: www.unilodge.com.au/student-accommodation-christchurch/ilam-apartments	
YMCA	Christchurch YMCA 12 Hereford Street Christchurch 8011	Phone: +64 3 366 0689 accom@ymcachch.org.nz
	Web: www.ymcachch.org.nz/accommodation-facilities/hotelgive/student-accommodation/	

Contact the individual provider for information on how to apply, availability, characteristics and realistic costs of gaining accommodation with the provider. Please note some providers, like Ilam Student Accommodation, have several options available, and they will be best to discuss these options with you.

We have not assessed the suitability of these for international students at the time of printing.

Flatting

Some students rent flats as it is inexpensive and a place to share with other students. International students can gain experience in the day-to-day living of New Zealanders and valuable English skills.

With the University of Canterbury, Ara and various other institutions starting around the same time as us, good flats may be difficult to find.

When you flat, you supply the furniture in many cases. The landlord should supply an oven. Sometimes, the landlord supplies a washing machine and/or a refrigerator. Furnished flats usually cost more.

Visit www.tenancy.govt.nz for detailed information on flatting.

Finding a Flat in Christchurch

- Search Google for rentals available in Christchurch.
- www.trademe.co.nz/property is a good starting point to find rentals.
- Real estate companies like [Harcourts](#) and [Bayleys](#) also have a rental arm to their business.
- Friends and classmates may know of someone looking for a flatmate, so ask around.

Approximate Costs of Flatting

You can find out more information on tenancy costs in specific areas at www.tenancy.govt.nz You can also use the Sorted Cost of Living calculator on their Web site at www.sorted.org.nz

According to Tenancy Services, between 1 December 2022 and 31 May 2023, the median market rent for a person flatting with two other people in a three room flat in Riccarton, Christchurch costs approximately \$190 per bedroom per week.

You will also have expenses like:

- Food
- Power
- Bus
- Phone
- Internet
- Clothing, toiletries and make-up

If you are looking at renting a flat or house just for you, rent can vary per week, depending on the area, situation, bedrooms, et cetera. See the [Market Rent section](#) on the Tenancy Services Web site for more information.

Healthy Homes Standards

All private rentals in New Zealand must comply with the health homes standards as of 1 July 2019. These standards are very specific about the minimum standards for heating, insulation, ventilation, dampness and dryness, and draught-stopping in rental properties.

Having a healthy home, whether its our own or a rental, is important for our overall wellbeing.

You can find more information on the Tenancy Services Web site here:

www.tenancy.govt.nz/healthy-homes/about-the-healthy-homes-standards/

Tenancy Protection and Issues

If you need advice or help with anything related to tenancy, see Tenancy Services on www.tenancy.govt.nz or contact them on 0800 836-262. You can also contact the Tenants Protection Association on www.tpa.org.nz or on (03) 379-2297.



Your First Day

You've passed the interview. You're enrolled. And now, your programme is starting!

It's your first day at the National School of Aesthetics? What do you wear, what do you bring, and what should you expect to do?

In This Section

- [What to Wear on Your First Day](#)
- [What to Bring on Your First Day](#)
- [Getting to School on Your First Day](#)
 - [Timing Your Journey](#)
 - [Parking Your Car](#)
 - [Taking the Bus](#)
- [What to Pay for on Your First Day](#)
- [What We Do on Your First Day](#)

What to Wear on Your First Day

You should always wear [your full uniform](#) to school.

You can see examples of how you should wear your uniform. Photos include:

- [Example of Regulation Uniform Top](#)
- [Example of Regulation Hair Style](#)
- [Example of Regulation Makeup](#)
- [Example of Regulation Jewellery](#)
- [Example of Acceptable Business Dress Pants](#)
- [Example of Regulation Socks](#)
- [Example of Regulation Shoes](#)

If you are unable to get a uniform for the first day, a plain black button-up shirt with plain black dress pants are suitable. See the image below for what a “plain black button-up shirt” looks like.



What to Bring on Your First Day

Please bring:

- Your carrying case
- Pens
- Paper
- Your consumables kit
- Your first aid kit
- Your linen kit (to be inspected)
- Pencils and eraser
- Your makeup brushes
- Your eyeshadow palette, mascara and nail polish
- Your first aid certificate (if you haven't turned it in already)
- Your digital copy of your Student Handbook

You will be directed to the Great Hall and asked to store your carrying case in a cubbyhole.

Please ensure you turn your cellphone to off or non-transmitting (flight) mode before putting it back into your back.

Your cell phone is not allowed in class as it can interfere with some of our equipment, which can cause injury or worse to a fellow student or client.

Getting to School on Your First Day

Timing Your Journey

We are training you for the workforce, so it's important you are ready to go when classes start.

Part of making sure you are here on time is timing your journey to the school.

You'll need to factor things into account like:

- Leaving the house on time
- Packing your bag and school supplies in your car
- Dropping children off at day care or school
- Carpooling and dropping the other person off at work or school
- Experiencing heavier traffic during rush hour
- Transferring busses to get to the bus you need
- Finding a carpark in Addington (which can be difficult)
- Removing your bag and school supplies from your car
- Walking from your car or the bus stop to the school
- Buffering additional time for unexpected events like weather or heavier-than-normal traffic

Do not park in our carpark.

Do not park in our neighbours' carparks.

Parking Your Car

Do not park in our carpark.

Do not park in our neighbours' carparks.

Please make sure you include plenty of time to:

- Find a carpark (on a street or hired carpark)
- Park your car legally and correctly
- Get from your car to the school

Taking the Bus

The 120 bus (Burnside to Spreydon) stops across from the school and near Fairfield Avenue.

You can find more information on bus routes in Christchurch here: www.metroinfo.co.nz

What to Pay for on Your First Day

If you are a domestic student, [your programme fees](#) are due by the first day.

You may be expected to pay for:

Item	Where to buy	Notes
Student ID Badge	National School of Aesthetics	
Public Trust Fee	National School of Aesthetics	Where applicable
Books	National School of Aesthetics	
Electrology probes	National School of Aesthetics	Where applicable
Nail files and buffer	National School of Aesthetics	Where applicable
Nail technology kits	National School of Aesthetics	Where applicable
Headband and sponges	National School of Aesthetics	Where applicable

Your payment allows us to order or create the items for you. Some items may be available at time of purchase, although we cannot guarantee all items will be immediately available. For example, we sometimes wait for the withdrawal period to pass before issuing ID badges.

What We Do on Your First Day

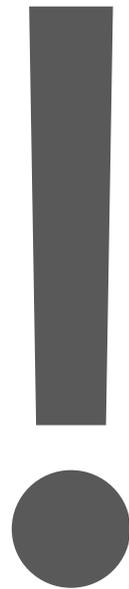
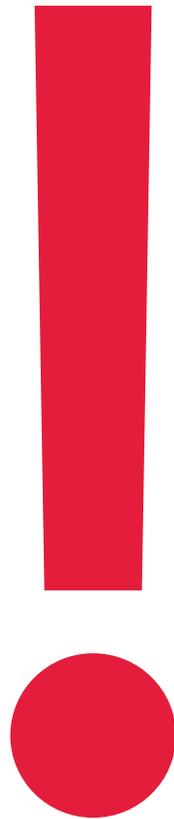
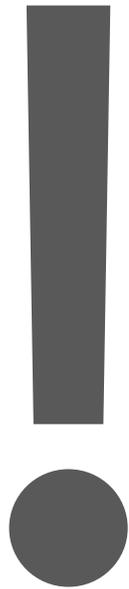
The first half hour deals with an orientation presentation and short lecture reviewing important information we covered in the interview presentation, which you should have watched before your interview. You can find the interview presentation on our Web site here:

www.nasa.co.nz/enrol/interview-presentation/

You can also find a copy of the orientation presentation on our Web site here:

www.nasa.co.nz/students/during-your-course/orientation-presentation/

The Education and Teaching Team will then dive further into orientation information surrounding classes and perhaps even your first lesson of your programme.



Important Things to Remember

There are important things you need to remember while you are studying with us, including keeping your contact details up-to-date, looking after your mental and physical well-being, communicating openly, honestly, and promptly with us, staying on top of your studies, and so on.

In This Section

- [Your Contact Details](#)
- [Your Medical Status](#)
- [Your Cell Phone](#)
- [Your Workplace First Aid Certificate](#)
- [Your Programme and Your Study](#)
 - [Your Study Routine](#)
 - [Your Study Spaces](#)
 - [Your Study Groups](#)
- [Your Efforts](#)
- [Your Mental and Physical Wellbeing](#)
- [Keep Communication Open and Flowing](#)
- [Keep Learning](#)

Your Contact Details

You are **legally required** to let us know if you change any contact details. Any party to a contract must inform the other parties of any changes.

If any of these changes, you must let us know in writing (via email):

- Physical address – where you live
- Phone number – landline, if available
- Email address
- What type of accommodation you live at (international students only)
- Postal address – where post is delivered
- Cell phone number
- Next-of-kin's details

You will also need to notify:

- StudyLink, if you have a student loan or allowance
- Any people or organisations who have an interest in you financially, legally or otherwise
- Work and Income New Zealand, if you are on a benefit

You breach your enrolment contract with us, your student visa and permit, and / or other requirements if you do not report your change in details.

Report all changes in details in an email to info@nasa.co.nz

Your Medical Status

If your medical status changes – a medical condition is diagnosed or re-occurs – you will need to let us know as soon as possible. You may need to see your medical practitioner to fill out a medical disclaimer, available from the Operations team, or to provide us with a medical certificate. Please be aware we will protect your privacy and we need declarations to protect you and your health.

Neither the National School of Aesthetics nor any of its team members or owners bears any responsibility if you, a classmate, client, team member or member of the general public is injured, disabled, infected, et cetera if you do not inform us of your current medical status or changes in medical status.

We also have the right to terminate your enrolment without refund if you misrepresent yourself.

Your Cell Phone

Transmissions from cell phones can sometimes interfere with the equipment in the school. It is also disruptive to you, your classmates, and your tutors. You are here to learn.

For safety reasons, your cell phone should always be switched to:

- **Off**
- **Non-transmitting (flight) mode**

When you are on-campus and students are in class.

Some frequencies have been known to interfere with beauty therapy equipment. This can include inducing shocks and, in rare cases, electrocution. We don't want that to happen to anyone, and we're sure you don't either.

Sleeping or silent modes still transmit.

We bear no responsibility if your cell phone is on and our equipment malfunctions, injuring, disabling, et cetera you, a classmate, a client, team member, ore member of the general public.

We bear no responsibility if your cell phone is on and our equipment malfunctions, delaying or stopping that lesson for the day.

If too many students have their cell phones on, we will ban all cell phones on campus.

Best rule: turn your cell phone to flight mode or off as you put your bag into the cubbyhole.

Your Workplace First Aid Certificate

- This **workplace first aid certificate** is due by the first day of your programme.
- Your workplace first aid certificate **must** be current throughout your time studying with us.
- If you don't have your workplace first aid certificate, you must complete it as soon as possible.
- Email or bring in evidence to the Operations team.
- **If you still don't have a workplace first aid certificate, see the Student Liaison Officer immediately for a possible extension to your due date.**
- You **cannot** delay this past the end date of your programme or you will fail.

Your Programme and Your Study

Your commitment to your programme and to studying and practicing routines for your programme outside of class hours should be one of **your highest priorities**.

You should be putting in the following number of hours for your programme per week.

Programme	Inside class (hours per week)		Outside class (hours per week)		Total hours per week	
	Entire programme		First 12 months	Last 6 months	First 12 months	Last 6 months
New Zealand Certificate and Diploma in Beauty Therapy (Level 5) [CO3691]	20		10 – 15	15 – 20	30 – 35	35 – 40
Programme	First 6 months	Last 6 months	First 6 months	Last 6 months	First 6 months	Last 6 months
New Zealand Certificate in Nail Technology (Level 4) [NZ3443]	22	8*	12.5 – 15	20 – 25	34.5 – 37	28 – 33

You need to put the time and effort into your programme, both on campus and off campus, to achieve and succeed. Tutors can tell if you are not studying or practicing routines at home. You owe it to yourself, your classmates, and your tutors to show up prepared with both knowledge and skills.

In your outside class hours, you should be:

- Reading the chapters or text your tutors have assigned you
- Fully completing your assignments, ready to be turned in
- Studying
- Reviewing tasks and lectures on our Moodle site (beauty therapy only)
- Practicing routines and treatments
- Documenting treatments on case study forms
- Cleaning up your case study forms
- Creating and tidying up your portfolio (nail technology only)
- Taking further notes and undertaking further study
- Preparing for class (studying, making sure routines are up to speed)

You should try to remain on top of your study and your assignments. If you feel rusty in an area, practice it or study it.

We only allow a certain number of hours you can be absent before you fail the programme.

* Indicates New Zealand Certificate in Nail Technology students will have to come two Fridays per month to meet with a team member to discuss and review their portfolio entries and review skills.

Your Study Routine

Routine is an important part in successful study and many other disciplines.

Routine isn't to say you need to do the same thing at the same time every day, but it is important to have a schedule that mirrors a similar routine from week to week.

For example, a weekly study routine can look like this:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9 – 12		Class	Class	Class	Class	Class	
12 – 3	Study	Class	Class	Class	Class	Class	
3 – 6			Study	Study			Study
6 – 9	Study	Study			Study		

See how the study routine doesn't always have the study at the same time every day?

Setting down a routine can strongly reinforce your learning and make your brain and body know when it's time to shift gears into "study and practice" mode.

With your routine, it's important to give yourself some buffer time between other events or commitments in your life and your study time. An example of buffer time could be the time it takes you to walk in your door, put your belongings away, have a glass of water, and make your way to your study space.

It's important to also take breaks. Trying to "cram" or engage in too much study in a short space of time sometimes can be detrimental to a person retaining that knowledge.

Your Study Spaces

Just like a study routine is important, where you study is important as well. This not only refers to the room or place you are studying in but also the surfaces and furniture you are studying at too.

Your Study Spaces for Theory, Reading, and Written Assignments

Having a clutter-free work surface helps immensely as it helps focus your mind. This can be a desk, a dining room table, or a breakfast bar in your kitchen area. Like having consistency in your study routine is important, having a consistent place or places where you study is also important.

If you can set up your study space with all the supplies you need – laptop or computer, pens and pencils, paper, good lighting, good ventilation and atmosphere (not too hot, not too cold, not too draughty), a nice, comfy chair – all the better for you. This means you can sit down and start studying right away without having to set up each time.

You should also have a distraction-free or distraction-light area to study in. Some people find minimal or no noise beneficial, so a room where you can hunker down and be in your own headspace can give you the maximum impact for your learning.

Remember you'll have to clean the area at least once a week too, so make some time in your weekly routine to fit that in with your housework duties.

It's important to avoid social media or other online distractions while studying.

Put your phone away and on "Do Not Disturb".

If you're working on a computer or laptop, try to use it in focus mode or focus on the tasks at hand for you.

Your Study Spaces for Practical Treatments

Like your study space for your theory work, having a clutter-free work surface helps for your practical treatments. Besides ensuring you look after the hygiene, health and safety measures, a clutter-free work surface helps keep you and your client calm and focussed.

You'll need a stable surface to work on, whether this is a treatment bed for facials and waxing or a table for manicure treatments. Good lighting and a nice, relaxing atmosphere help too. Adequate ventilation keeps the air flowing and reduces chemical fumes from treatments using chemicals like nail polish. The area should be warm and private.

Remember you'll want to have adequate access to water and your supplies like products and implements. And don't forget that for some treatments, you'll need a comfy stool or seat to work from.

If you have a spare area where you are living that you can set up as a dedicated clinic room, this would be ideal. You can then have some or all your equipment set up and ready to go. This means you can get right to the treatment after taking care of the necessities like consultation and preparing your products, water (if needed) and so forth for the treatment itself.

It's extremely important to keep any study spaces you use to perform practical treatments in clean and hygienic, as well as free from health and safety hazards. You should clean the area immediately before and immediately after the treatment as well as at least once a week too as a part of your normal housework duties.

Your Study Groups

Forming a study group can help you and your classmates discuss ideas and learn from one another. Sometimes, your classmates might have a unique way of explaining knowledge or demonstrating skills that will help you understand better.

There are different ways of engaging in a study group. They are:

- | | |
|----------------------------------|---|
| Online | <ul style="list-style-type: none">• Snapchat• Facebook group• Messenger (Facebook / Instagram)• WhatsApp |
| In person | <ul style="list-style-type: none">• Meeting at each other's flats and houses• Felt safer, quieter.• Helped them focus in a safe environment |
| Both online and in person | <ul style="list-style-type: none">• You can combine both methods for optimum blended experience• Really helps for those who have kids or have a variable work schedule |

No matter which way you and your classmates choose, it is super important you don't feel alone on your educational journey.

Your Efforts

You should always remain on top of your studies. This means fulfilling your hours both inside and outside of class.

You need to practice your practical treatments and study and complete your assignments at home, outside of class time.

You will struggle to be a competent and confident beauty therapist or nail technician if you do not practice your practical treatments and study your books and notes outside of class time.

**If you do not practice your practical treatments at home and / or
if you do not study and do your assignments at home,
you may not pass your programme.**

Your Mental and Physical Wellbeing

We all benefit from good mental and physical wellbeing. By keeping ourselves in a “good space” both mentally and physically, we can learn and engage better both in our studies and in everyday life. It’s important to look after yourself and your wellbeing while studying with us so you can be at the top of your game as often as possible.

This is not to say there won’t be stressful times or times where you feel unwell during your programme. But by keeping yourself as well as possible generally during your time studying with us can help you through the more difficult times.

We discuss mental and physical wellbeing more in [the Student Support and Welfare section](#).

Keep Communication Open and Flowing

Communication is important in all aspects of our lives, and you should keep communication open and flowing with us. You also need to be honest and transparent. We can only help you if we know you need help, and the best way we can help is when we know the truth and weight of the situation.

If you have a problem, come talk to us. We usually can do something about it, or we can point you in the right direction to someone who can help you if we can’t help.

Communication is key in our industry. We need to be able to get our ideas and thoughts across in a clear and concise manner, and we need to be able to listen and understand what others are trying to say to us. This helps us all ensure we agree on a treatment, understand the way forward in treatment plans, and avoid acting where there might be hazards or safety issues, like contraindications to a treatment.

Keep Learning

We grow as people by continuing to learn throughout our lives. Learning is one important facet on how to stay mentally active and youthful.

Aspects of our lives change too. Look at the evolution of cell phones, for example, and our reliance on them. Like life, our industry and our careers can change as time goes by too.

Your programme teaches you a core set of skills and knowledge you can use and expand upon while you are active in the industry. You can add new skills and new knowledge to your existing skills and knowledge to help round out the treatments and advice you can offer your clients.

Keep learning. No matter if you’ve been in this industry for 5 minutes or 50 years, it’s important to keep learning.



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
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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.)
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<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 car parks 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 car parks 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.



Feedback and Complaints

Feedback is an important tool to help us improve what we offer and how we offer it. Your feedback can be helpful to us, your fellow students, and future students too. If you have a complaint because you feel we are doing something incorrectly, please follow these policies and procedures. You can also find them at www.nasa.co.nz/complaints/

In This Section

- [Feedback](#)
- [Complaints Procedure Process Diagram](#)
- [Complaints Procedure](#)
 - [Before You Go Through the Complaints Procedure](#)
 - [Types of Complaints](#)
 - [Complaint or Dispute about an Academic Matter](#)
 - [Informal Complaint or Dispute about an Academic Matter](#)
 - [Formal Complaint or Dispute about an Academic Matter](#)
- [Complaint about a Team Member](#)
- [Complaint about an Informal Matter](#)
- [Complaint about a Serious Matter](#)
- [If You Feel We Are Failing to Meet the Outcomes or Requirements of the Tertiary and International Learners Code of Practice](#)
- [Types of Investigations](#)
 - [Informal Investigation](#)
 - [No Action](#)
 - [Formal Investigation](#)
- [Outcome or Resolution](#)
- [If You Are Not Satisfied with the Outcome](#)

Feedback

Feedback helps us improve what we offer and how we offer it. Your feedback can be helpful to us, your fellow ākonga / students, and future ākonga / students too.

Feedback is different from a complaint because feedback can be less formal in nature and can usually add value or produce positive discussions around how to improve the experience for both us and our ākonga / students.

Our team is small, and we operate in certain ways, bound by previous or current regulations set on us by both New Zealand based and internationally based governing bodies. Sometimes, though, these regulations are no longer valid or current but have somehow become embedded in our organisation and may need us to look at them with a critical lens.

Our student body is made up of ākonga / students from a wide range of experiences, and sometimes those experiences have been extremely positive. If you feel your positive experience could help improve the way we do things, we are more than happy to hear about it.

If you have feedback you'd like to give, feel free to:

- Come see one of us in at a quiet time to have a chat about it. (Please make an appointment first to ensure we are free and can devote our attention to you.) Please ensure you see the person responsible for what you're giving feedback on.
- Flick us an email with your ideas.
- Text us or call us and have a conversation around it.
- Discuss it with the student council member for your class to bring up at the next student council meeting.

We also seek out feedback through:

- Programme evaluations (usually mid-year and end-of-year)
- Employment surveys
- Student council meetings
- Direct discussions with students on particular matters

In contrast, a complaint usually:

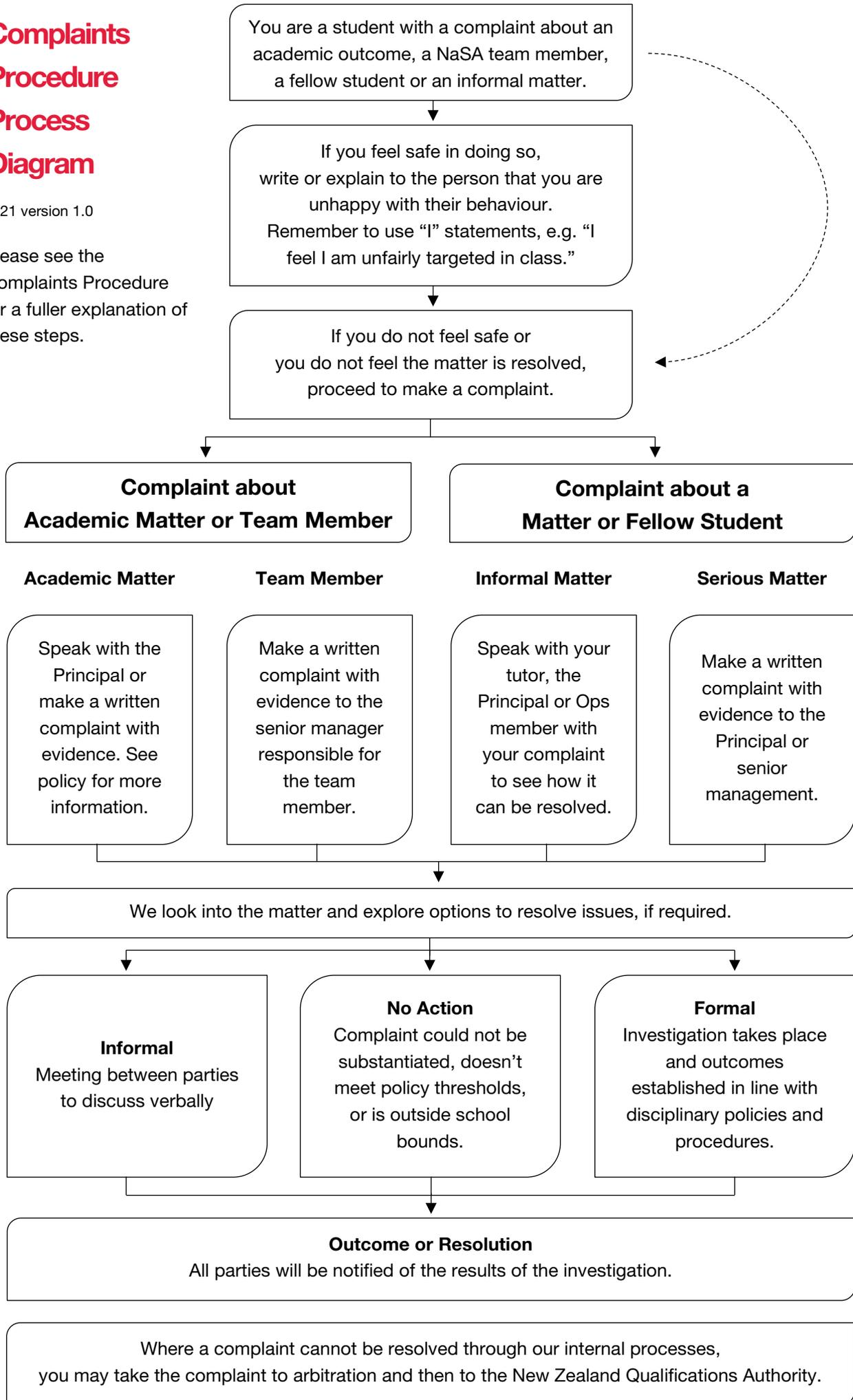
- Comes from a person without prompting; and
- Seeks to correct a specific perceived wrong or voices dissatisfaction with a specific person or event.

If you have a complaint, please see the Complaints Procedure.

**Complaints
Procedure
Process
Diagram**

2021 version 1.0

Please see the Complaints Procedure for a fuller explanation of these steps.



Complaints Procedure

Please see www.nasa.co.nz/complaints/ for the most current version of this procedure.

This procedure fleshes out the steps supplied in the [Complaints Procedure Process Diagram](#).

Before You Go Through the Complaints Procedure

- If you feel safe in doing so, write or explain to the person that you are unhappy with their behaviour.
 - Many complaints can be resolved easily by merely talking with the person or people involved.
 - Remember to use “I” statements, e.g. “I feel I am unfairly targeted in class.” Using “I” statements helps people be more responsive to criticism and complaints that way, and therefore it can make things easier to solve.
- If you do not feel safe or do not feel the matter is resolved, proceed to make a complaint.

Your class’s student council member may be able to help by bringing up certain issues at their quarterly student council meeting. Subjects that they can discuss are:

- The health and well-being of the overall ākongā / student population (in accordance with the Privacy Act 2020 and its subsequent amendments)
- Timetabling
- Assessments (not the results or experiences of an individual ākongā / student but overall class or student results or experiences)
- Facilities
- Health and safety concerns
- Lesson delivery

Complaints should be made as close to the time of the event as possible to ensure the evidence you and we gather is fresh.

- We accept no liability or responsibility for complaints not made through the complaints procedure or complaints made after one month after:
 - You have completed your programme; or
 - The scheduled finishing date of the programme; or
 - You have withdrawn from the programme: whichever comes first for you.

Types of Complaints

Complaint or Dispute about an Academic Matter

If you have a complaint about an academic matter, please see the procedures below to see how to progress. These procedures vary depending on whether your dispute or complaint is informal or formal.

Examples of complaints about academic matters:

- You feel your grade does not reflect the true nature of your performance during an assessment.
- You feel you were somehow disadvantaged during the assessment and would like that taken into consideration.
- You feel your answer on a written test was correct even though another answer was given as the correct answer.

Informal Complaint or Dispute about an Academic Matter

If you have an informal complaint or dispute about an academic matter, you should:

1. See the tutor responsible or the Principal and arrange a time and date to meet to discuss the matter.
2. Meet with the tutor responsible or the Principal at the time and date arranged to discuss your complaint or dispute
 - a. You may wish to write or outline your complaint or dispute down prior to the meeting. This will help you focus your thoughts on the matter and help us understand it better.
3. See the "Types of Investigations" section for the next part of the process.

We envisage most complaints and disputes about academic matters can be resolved at this stage.

Formal Complaint or Dispute about an Academic Matter

If you have a formal complaint or dispute about an academic matter, you should:

1. Put that complaint in writing.
 - a. It cannot be anonymous because we may need to check back with you on any areas we are unsure about. (We will attempt to maintain your privacy.)
 - b. It cannot be verbal due to the serious nature of the complaint.
 - c. You should ensure the complaint contains all relevant information. Once we receive the complaint, you cannot expand or enlarge it. This helps us focus on the matter(s) at hand in the complaint.
2. Ensure you have evidence or examples to back-up your claims.
3. Give that complaint to the Principal.
4. See the "Types of Investigations" section for the next part of the process.

If the matter is something that can be resolved informally, we will suggest that solution first and foremost.

Complaint about a Team Member

If you have a complaint about a team member, you must:

1. Put that complaint in writing.
 - a. It cannot be anonymous because we may need to check back with you on any areas we are unsure about. (We will attempt to maintain your privacy.)
 - b. It cannot be verbal due to the serious nature of the complaint.
2. Ensure you have evidence or examples to back-up your claims.
3. Give that complaint to the person in charge of that team member.
 - a. Complaint about a beauty therapy tutor? Submit to the principal.
 - b. Complaint about a nail technology tutor? Submit to the principal.
 - c. Complaint about an ops team member? Submit to the CEO.
 - d. Complaint about a director? Submit to another director or the CEO.
4. See the “Types of Investigations” section for the next part of the process.

If the matter is something that can be resolved by you and the team member speaking about it face-to-face, we will suggest that solution first and foremost.

Complaint about an Informal Matter

If you have a complaint about an informal matter, you should:

1. Speak with your tutor, the Principal or Ops team member to see how it can be resolved.
 - a. Please make sure it is a team member who can help you best.
2. See the “Types of Investigations” section for the next part of the process.

Examples of complaints about an informal matter include:

- Every time you use a certain sink, it seems to be clogged.
- Another ākongā / student keeps leaving her bag on the Great Hall floor instead of in a cubby hole.
- Two ākongā / students in your class keep pairing up together, not allowing others to work on them.

Most complaints should fall under this category.

Complaint about a Serious Matter

If you have a complaint about a serious matter, you should:

1. Put that complaint in writing.
 - a. It cannot be anonymous because we may need to check back with you on any areas we are unsure about. (We will attempt to maintain your privacy.)
 - b. It cannot be verbal due to the serious nature of the complaint.
2. Ensure you have evidence or examples to back-up your claims.
3. Give that complaint to the Principal or a member of senior management.
4. See the “Types of Investigations” section for the next part of the process.

Examples of complaints of a serious matter include:

- A classmate of yours has bullied or harassed you or a classmate in a sustained way. (Example: You’ve spoken with the classmate, and no resolution has come from that.)
- You feel a part of the building is unsafe, and previous conversations have not led to an definitive outcome.
- You feel a specific rule, regulation, policy or procedure is having, or has had, an adverse effect on your time studying with us (within reason).

If the complaint is about alleged criminal activity, we may pass that complaint on to the New Zealand Police or appropriate authorities.

If You Feel We Are Failing to Meet the Outcomes or Requirements of the Tertiary and International Learners Code of Practice

If you feel we are failing to meet the outcomes or requirements of the Tertiary and International Learners Code of Practice, you should follow the Complaints Procedure under “Complaint about a Serious Matter” through to the resolution or clarification.

Types of Investigations

We look into the matter and explore options to resolve the issue(s), if required.

Where the complaint is informal and can be easily resolved at the time, we may skip the investigation stage and come to an outcome or resolution.

- If your complaint is informal and can be easily resolved at the time, see the "Outcome or Resolution" section for the next part of the process.

Informal Investigation

If we feel the complaint would be best resolved by meeting face-to-face and discussing the issue(s) raised, we will set up a meeting between the parties and try to talk out a resolution.

- See the "Outcome or Resolution" section for the next part of the process.

No Action

Sometimes, we might be unable to take any action on the complaint. This may happen when:

- We cannot substantiate the complaint (we cannot find any matching evidence to confirm the complaint).
- The complaint does not meet our policy thresholds.
- The complaint is about something outside of the school we have no control over.
- See the "Outcome or Resolution" section for the next part of the process.

Formal Investigation

If we feel the complaint is serious, we should:

- Investigate the complaint and its allegations.
- Act in line with our established policies and procedures if the complaint is found to be valid.
- See the "Outcome or Resolution" section for the next part of the process.

Outcome or Resolution

We should notify all parties with the outcome(s) or resolution(s) to the matter. This can be as simple as verbally confirming the outcome where the complaint is informal or a written letter, e-mail, or report if the complaint is complex or formal.

- If you are not satisfied with the outcome or resolution proposed, see the “If You Are Not Satisfied with the Outcome” section for further actions you may take.

Please note that formal complaints will be recorded, and information on those complaints will be compiled in an annual report. The annual report should be published on our Web site. People and organisations who will be able to see this report include, but are not limited to:

- Management and potentially our team members
- Ākonga / Students via our Web site
- Other stakeholders, when and where required
- The Code administrator

We also may seek:

- Your experience with the complaints procedure
- Your experience with the outcome of your complaint

If You Are Not Satisfied with the Outcome

You have a process to follow if you are not satisfied with the outcome.

1. You can ask for a reconsideration if you have further evidence that could support your complaint or you feel could change the outcome of your complaint.
 - a. If your complaint was informal, you can escalate this by making it a formal complaint (in writing) to the appropriate team member.
 - b. If your complaint was formal, please submit further evidence in writing.
 - c. This basically follows the same process as established in this procedure.
 - d. Reconsiderations should only be undertaken where the process appears not to be followed or the decision appears to be contrary to or unsupported by the evidence.
2. If you feel reconsideration does not work, you can then:
 - a. Ask (in writing) for arbitration or apply for arbitration through an external agency.
 - i. Please note that there may be a charge for these services that you will need to pay in part or in full before proceeding (e.g., Disputes Tribunal fee).

Type of Dispute	Arbitration Agency	Agency Contact Details
<ul style="list-style-type: none"> • Financial dispute • Contractual dispute 	<i>For ākongā a Aotearoa / domestic students:</i> Tertiary Education Learner Dispute Resolution	www.tedr.org.nz 0800 00 8337 contact@tedr.org.nz
	<i>For international students:</i> iStudent Complaints	www.istudent.org.nz 0800 00 66 75 complaints@istudent.org.nz
<ul style="list-style-type: none"> • Discrimination • Harassment due to sex or race • Victimisation 	Human Rights Commission	tikatangata.org.nz 0800 496 877 infoline@hrc.co.nz
<ul style="list-style-type: none"> • Other matters 	Our arbitrator	Contact us for details
	Disputes Tribunal	www.disputestribunal.govt.nz 0800 268 787

- b. Submit information to the arbitrator.
 - c. Work with the arbitrator and us to hopefully resolve the complaint.
3. If both reconsideration and arbitration do not work for you, you can then go to the appropriate division at the New Zealand Qualification Authority (NZQA) with your complaint.
 - a. NZQA may concern itself with unresolved academic complaints which have been submitted in accordance with our complaints procedure.
 - b. All available options under the complaints procedure should be exhausted before an ākongā / student approaches NZQA.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.

1. Download the Complaint Form from their Web site (www2.nzqa.govt.nz/assets/About-us/Contact-us/Formal-complaint-form-Sept-2022.pdf)
2. Send your completed Complaint Form, along with any supporting evidence, to:

Risk Management
Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Or

Email a scan of your completed form, along with scans of any supporting evidence, to risk@nzqa.govt.nz

If you need more information on the NZQA part of the complaints process, contact NZQA on 0800 697 296 or visit www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/ on their Web site.



Student Support and Welfare

During your programme, you may need support and to look after your welfare. This section discusses various student support and welfare subjects, but it is not exhaustive (does not cover everything). Please read through this section for the support we and external agencies can offer you. If you aren't sure, please come and see our operations team for further guidance.

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Student Support

Support From Within The National School of Aesthetics

What Each Division Can Help You With

Support From the Operations, Management and Administration Team

Support the Operations, Management, and Administration (OMA) team can give you includes, but is not limited to:

- Information on our other programmes and other education organisations' programmes
- Advice on international examinations
- Product and resource development advice
- Student loans and allowances contact information
- Fees Free information
- Information on programme fees
- Student identification and identity-confirmation services
- Advice on CVs, resumes, and cover letters

Support From the Education and Training Team

Support the Education and Training Team (ETT) can give you includes, but is not limited to:

- Advice for those needing guidance with relevant subjects
- Study tips and resources, like YouTube videos, books, Web sites
- Information on various products and resource development
- Further leads on information to help a student study a topic further in-depth
- Job prospects
- Advice on various issues, like being successful in an interview, and so on

Additional Tuition and Assistance

Tutors have the right to give you additional tuition on campus free-of-charge if they believe this will not impact their normal duties or obligations to other students as a result. Tutors should seek Principal approval prior to offering additional assistance.

You need to approach the tutors for assistance and guidance. They will attempt to assist you as best as they can, but please be aware you need to comply with their requests to succeed.

Where a tutor identifies a problem and requests you see him or her, please ensure you do. They hope to assist you and correct whatever problem has occurred.

Peer Study Groups

We encourage you to form your own study groups to help one another study throughout your programme. Recently, our students have outlined the different types of study groups they use.

It is vitally important that you do not feel alone on this educational journey you are taking together with other students in your class and intake.

Online Study Groups

You might use one or a combination of these apps to form an online study group:

- Snapchat
- Facebook
- Messenger
- WhatsApp

In-Person Study Groups

You might study together in person at one or more of the following venues:

- Library
- Café
- A fellow student's flat
- A fellow student's house

Many students surveyed explained that meeting at each other's flats or houses was the most beneficial as these places tended to be safer, quieter, and helped them focus better.

Combination of Online and In-Person Study Groups

You can combine both types for the ultimate study combination. This option works well for students who have kids or may have to work and have a variable schedule.

Student Wellbeing Checks

Our Education and Teaching Team undertake one-on-one ākonga / student wellbeing checks once a term. During these meetings, you can discuss any issues you feel you would like to talk about. Sometimes, we can help you, refer you internally or externally to someone who can help, or make our team aware of how this might be impacting your studies. You can share as much or as little as you would like during these wellbeing checks.

Meeting with a Team Member

You can make an appointment to see the appropriate team member (like the Principal or Student Liaison Officer) to talk about your progress or other issues in your programme or impacting on your performance in the programme.

We don't limit these conversations to academic issues, so if you have a personal problem or need advice or assistance, please let us know, and we will try to help you as best as we can. We may advise you to see someone better equipped to help you if what you need assistance with is outside the scope of our practice.

In some cases, some team members may only meet with you if you are having problems in your programme as they are the best equipped to help you in that focussed area.

Many students surveyed stated they felt these individual meetings helped solve issues quickly and with an individual touch.

Student Council

The Student Council is a group of diverse ākonga / student representatives meeting with school representatives every term to discuss any school-wide issues and to gain feedback regarding certain matters.

Student Action Plans

When a student demonstrates a serious deficiency in an area (attendance, theory achievement, et cetera), we reserve the right to hold a meeting with you to work out a Student Action Plan. Like a non-conformance, preventative action or corrective action, the Student Action Plan:

- Identifies the problem or problems
- Offers the solution or solutions
- Provides steps you can take to reach the solution or solutions
- Identified who must take which steps to achieve the solution or solutions

We will require the student to sign this with one of us as an agreement between the student and the school.

If the student does not take corrective steps to rectify the problem area or areas, we may attempt to create another Student Action Plan to reinforce the first Student Action Plan.

A student's non-compliance with their Student Action Plan may result in:

- The problem or problems affecting the student's other programme work
- Disciplinary measures being activated against them
- Us taking no further responsibility for their non-compliance
- Us or senior management suggesting or ordering you to seek and receive external help
- Further meetings between you and us
- Other corrective actions, preventative actions, and / or non-compliance correction measures

Students with Disabilities, Medical Conditions and / or Learning Conditions

- We may consider candidates with conditions, but for a student to achieve and succeed in our programme and the industry, they will need to have adequate and appropriate support from outside the school as well.
- Some conditions, such as uncorrected or uncorrectable severe blindness or deafness, can preclude a student from qualifying and / or working in our industry.
- You must supply a written diagnosis from a qualified specialist or medical practitioner.
- We bear no responsibilities if we do not receive written diagnosis as defined above.
- We cannot give additional assistance or special considerations without written diagnosis.
- We are not special education tutors and are under no obligation to supply you with one.
- Making a false declaration is an offence under the Crimes Act 1961.

See www.nasa.co.nz/students/starting-your-course/students-with-disabilities-medical-conditions-and-learning-conditions/ for more information.

Learning Conditions

This affects you if:

- You have been formally diagnosed with a learning condition like dyslexia (for example); or
- You suspect or believe you have a learning condition like dyslexia (for example).

Before the programme, you should:

- Visit a medical or educational professional for testing and written diagnosis.
- Provide us with the written diagnosis with your application.
- Provide us with additional information from the professional on how we can help you learn.

During the programme, you may need to:

- Work with a qualified specialist outside school to help you.
- Ask for additional help from tutors in areas where they are qualified or able to help you.
- Spend additional time outside class studying or practicing routines.

If you are formally diagnosed with a learning condition or develop a belief you may have a learning condition *during the programme*, please follow the points listed in the "Before the programme" part of this section, then the points listed in the "During the programme" part of this section.

Physical and / or Mental Conditions

This affects you if:

- You have been formally diagnosed with a physical and / or mental condition that may contraindicate you from or interfere with your ability to meet your programme requirements; or
- You suspect or believe you have a physical and / or mental condition that may contraindicate you from or interfere with your ability to meet your programme requirements.

Before the programme, you should:

- Visit a medical or educational professional for testing and written diagnosis.
- Provide us with the written diagnosis with your application.
- Provide additional information from the professional on how we can avoid further medical reoccurrences, if required, or further assist you, if possible.

During the programme, you may need to:

- Take all practical steps to safeguard your and your classmates' health, where applicable.
- Supply a model for your classmate to work on if you're unable to receive certain treatments.
- Ask for additional help from tutors in areas where they are able or qualified to help you.
- Gain the appropriate and ongoing support from outside the school, if required.

If you are formally diagnosed with a physical condition or develop a belief you may have a physical condition *during the programme*, please follow the points listed in the "Before the programme" part of this section, then the points listed in the "During the programme" part of this section.

If you have a physical condition that prevents you from having certain treatments performed on you, you may need to supply a model for your classmates to practice on.

If you have a physical condition that prevents you from having certain treatments performed on you and you performing those treatments, you may not pass that section of the course.

Support From Outside The National School of Aesthetics

We are a small education provider with limited resources, so we may be unable to assist you directly with some issues. You can find a list of external organisations that can help with a wide range of issues in [Appendix 3 of the Student Handbook](#).

If you feel you would like to discuss something with us so we can help point you in the right direction, please come and see one of us. Our Student Liaison Officer is a good person to start with.

Student Welfare

Physical and Mental Wellbeing While Studying

Keeping Fit and Healthy

Looking after yourself while undertaking study is important, especially if you have other obligations as well, like working or family or both. Here are some helpful tips to keep fit and healthy.

Eat Healthy and Eat Well

- Make sure you get your daily intake of healthy fruits and vegetables.
- Eat lean proteins – this doesn't have to be meat – and whole grains.
- Ensure your diet is varied so you get the vitamins and minerals you need.
- Learn new recipes when you're having a break.
- Drink plenty of water to stay hydrated.

Exercise Regularly

- Go for a brisk walk or a run in your local area to get the blood flowing and fresh air.
- Engage in an exercise class online or at your local gym.
- Exercise regularly as a part of your routine. This gives you a break from studying and clears your mind.
- Ask a friend or classmate for support if you're struggling to maintain a routine or if you want a fitness buddy to work out with.

Sleep Can Be Your Friend

- Go to sleep and get up at or around the same time every day. This helps your body establish a good sleep pattern.
- Ditch any electronic devices two or more hours before bed as these can have a detrimental effect on your eyes, your brain, and the quality of your sleep.
- Make sure your bedroom is dark. This also helps your eyes, your brain, and the quality of your sleep.
- Get around 8 hours of sleep a night, if possible. This allows your brain to run through its full cycle, let your body rest, and helps reduce stress, improve concentration, and improve memory.
- Ensure you are not too hot or not too cold, as physical comfort can also affect your quality of sleep.

Using Electronic Devices Safely

- Blink regularly when using electronic devices.
- Make sure you have minimal to no glare on your screen.
- Ensure your screen is around or more than an arm's length away from your face.
- Take breaks regularly from electronic devices, even if this means you looking at a distant object for a while to let your eyes readjust.
- If you get eye strain, or if eye strain is an issue for you, see your doctor or an eye specialist for further assistance.

Engage with Your Friends and Family

- Keep in touch with your loved ones as it is very important to booster your health.
- If you're not in the same town, hang out virtually on Skype or FaceTime or another app.
- Talk with your friends and family about what you're passionate about. It's great to discuss positive things with the people you love and who "get" you.

Be Mindful

- Clear your mind at least once a day in a quiet, calm place.
- Meditate or take a yoga class to help you achieve this if you have trouble doing it on your own.
- Melt stress away and help your mind clear.
- Download stressbusting or meditation apps on your phone or tablet to help you.

Your Mental Health Is Just as Important as Your Physical Health

- Find something you enjoy doing and take out time to do it.
- Practice mindfulness.
- Write a journal if you feel that can help you.
- If anxiety, depression or other mental health issues arise, and you feel you can't handle it, contact one of the professional organisations listed in [Appendix 3](#) for advice and guidance.

Add Structure to Your Day

- Create a realistic structure to each day in your week.
- Feel in control and less likely to panic if you have planned your week.
- Keep the structure basic. Don't time things down to the second.
- Plan realistic timeframes, including when you are studying, breaks, due dates, and so on.
- Have waking-up and going to sleep at the same time each day (if possible).
- Keep mealtimes regular for consistency for your body.
- Create and maintain a regular exercise routine.
- Ensure to pad your time out to accommodate any emergencies or extra time you may need to spend on a task.

Medical Information

Medical Centres

You should engage a local doctor to look after your health. Christchurch has many doctors, and you can search the internet for a doctor if you don't already have one.

Two easy to access medical centres are:

High Street City Health

Unit 9 / 62 Riccarton Road

Riccarton

Christchurch

(03) 341-8780

www.cityhealth.org.nz

The Christchurch Doctors

148 Hereford Street

Christchurch

(03) 366-3391

www.thechristchurchdoctors.co.nz

Another “one-stop shop” for young people is Te Tahī Youth. Their contact details are:

Te Tahī Youth

Unit 1 / 25 Churchill Street

Christchurch

(03) 943-9298

www.tetahiyouth.org.nz

Urgent Care Services

The Pegasus Health 24 Hour Surgery is open 24 hours a day, 7 days a week:

401 Madras Street

Corner of Bealey Avenue and Colombo Street

Christchurch

Phone: (03) 365-7777

www.24hoursurgery.co.nz

There are also two medical centres / urgent care centres with extended hours. They are:

Moorhouse Medical Centre

3 Pilgrim Place

(right off Moorhouse Avenue)

Christchurch

(03) 365-7900

www.moorhousemedical.co.nz

Riccarton Clinic

4 Yaldhurst Road

Upper Riccarton

Christchurch

(03) 343-3661

www.riccartonclinic.co.nz

Emergency and Urgent Medical Advice

For urgent medical advice, you can also call HealthLine, a free Government-run service, open 24 hours a day, 7 days a week, staffed by registered nurses. Their details are:

Healthline (General)

0800 611 116

www.healthline.govt.nz

Healthline (COVID-19 related)

0800 358 5453

If there is a medical emergency, dial 111 and ask for an ambulance.

Pharmacies

There are many pharmacies around Christchurch, but if you are going to an urgent care centre, there are pharmacies close by to each with extended hours.

These three pharmacies are:

Unichem Moorhouse

Avenue

3 Pilgrim Place
Christchurch
(03) 365-7905

Unichem Riccarton Clinic

4 Yaldhurst Road
Upper Riccarton
Christchurch
(03) 341-4855

Unichem Bealey Avenue

212 Bealey Avenue
Christchurch
(03) 365-1234

Pharmacies located in shopping malls usually also have extended hours.

Sexual Health

Some people away from home feel they are free from restrictions and social pressures, and, accordingly, they experiment with certain things, including sexual freedom and sexual identity. This is quite common. You should look after your body and your mind.

Before you consider a relationship or sexual encounter with another person, you should ensure you are well-informed and well-equipped. You should contact the Family Planning Association to talk about contraception and sexually transmitted diseases (STDs), including HPV, HIV and AIDS. Passing on an STD in New Zealand is an offence.

Family Planning Association

(03) 379 0514

www.familyplanning.org.nz

If you are ill-equipped or ill-informed, you may contract an STD or become pregnant. It is in your best interest to ensure you know how to protect yourself.

When a person has, or tries to have, unwanted sexual relations with you, it could be construed as rape, sexual assault or abuse. If you do not want to have sex with the person, say “no”. If you are attacked or threatened, contact the Police and report the incident. You can find contact information for sexual assault services in [Appendix 3](#).

If someone is making you uncomfortable, tell someone. This can be staff at a place you are visiting or friends you are with; most people will try to help you.

If you are scared or need immediate assistance, dial 111 and ask for the police.

Keeping Safe

Many safety tips are listed on the Police Web site at www.police.govt.nz/advice-services/personal-and-community-safety but here are some important things to remember (from the New Zealand Police safety site).

We live in a safe country, but New Zealand isn't crime free. Look after yourself and your possessions as best as possible.

General Information About Emergency and Non-Emergency Numbers

- In an **emergency** needing a quick response from Police, the Fire Service or Ambulance, dial 111. 111 is free to call.
- In **non-emergencies** where you need the Police, contact them on 105. 105 is free to call.

Keeping Yourself Safe

- Be aware and take notice of your surroundings and who's around when out walking or sight-seeing.
- If possible, go places with someone you know and trust.
- Avoid walking alone in isolated places late at night. Stay in well-lit areas where there are other people. Take a taxi, an Uber, or arrange for someone you know to pick you up.
- Don't carry large amounts of cash or expensive jewellery with you. If you must carry valuable items, keep them close to your body.
- If using an ATM, only withdraw small amounts of cash - preferably during the day - shield your PIN number and be aware of people around you.
- If you are in a bar, avoid accepting drinks from strangers, and don't leave your drink unattended. Remember, alcohol and drugs can affect your judgement.
- Police do not recommend accepting rides from people you don't know.
- Carry a mobile phone with you and don't hesitate to dial 111 if you feel unsafe or threatened.

Keeping Your Possessions Safe

- Always lock your accommodation or vehicle and keep windows secure.
- If possible, don't leave valuables in parked cars or campervans - especially at scenic spots or trail heads. If you must leave valuables behind, keep them out of sight.
- Store your valuables securely, ideally in a safe at your accommodation.
- Carry important documents with you - such as your passport, credit cards, and traveller's cheques. Keep copies of these documents separate from the originals.
- Hand your room key to a staff member at the reception of your accommodation, rather than carrying it with you.
- Keep a record of the description and serial numbers of your valuable items e.g. camcorder or digital camera.
- If travelling by campervan, always try and park it overnight in specially designated areas or at least where there are other people. If in doubt, ask the nearest i-SITE.
- Don't leave maps, luggage or visitor brochures visible in your vehicle.
- Don't leave bags, backpacks, wallets or cameras unattended in a public place, even for a short while - especially at airports, railway stations or ferry terminals.
- If any of your possessions are misplaced or stolen, advise police as soon as possible by going to the nearest Police Station.

Keeping Safe Via Text Messaging

New Zealand's three main mobile phone providers offer a text messaging service for visitors.

You can send updates about your location and travel movements via text to number 7233 [SAFE]. These details are kept on a central database which can be accessed by Police if necessary.

Each text message sent to 7233 will be acknowledged by an automated response, which advises you to call 111 and request police assistance if you are in danger.

Police and the New Zealand tourism industry encourage you to use this service as another way of letting people know where you are and what you are doing while in our country.

It is also a good idea to leave detailed information about your travel plans with friends and / or family back home.

You can find more information about SAFE on the 2degrees Web site here:

www.2degrees.nz/help/mobile-help/security/safe-text

Health Study Habits

What Type of Learner Are You?

Not every person learns the same way. Here are some of the ways people learn and examples of how each type learns best.

- **Auditory learner:** Sounds, hearing instructions, music
- **Kinaesthetic learner:** Sense of touch, using hands, using body
- **Logical learner:** Logic, systems-based, reasoning
- **Social learner:** Explaining to others, learns best with others
- **Solitary learner:** Learns best when alone
- **Verbal learner:** Writing, giving speech
- **Visual learner:** Images, pictures and spatial understanding

After reading this list, have a think about how you learn best. Knowing the best ways you learn will help make your studying successful and effective.

Study Habits That Are Highly Effective

According to [Psych Central](#), psychological research has shown there are 10 highly effective study habits. From the article "[10 Highly Effective Study Habits](#)" (archived article), they are:

1. Your approach to studying affects how successful your studying is.
2. Your study area also affects how successful your studying is.
3. You should bring only what you need to study.
4. You need to outline and rewrite your notes so you understand the subjects and information better.
5. You should use memory games to remember connected pieces of information easier.
6. You should test your knowledge and skills often by yourself or with friends.
7. You should create a study schedule and stick to it.
8. You need to take breaks from studying and reward yourself for a successful study session; positive reinforcement helps make studying a positive experience.
9. Your health and wellbeing are important, and balance in your life makes all aspects of your life easier.
10. You should make sure you know what's expected from you in class.

See the article for more information on each habit, as the author explains them in clear detail.

Your Study Area

Where you study is important to your success. While you may not always study at home – sometimes you may study with your classmates at another's flat or house, sometimes you may study at the library – when you do study at home, the room and place you study at can boost your learning.

- Pick a space free from distraction and clutter-free.
- Choose a space you like and is accessible to you.
- Ensure the space you study at, and the surrounding space, appeals to you and is conducive to learning.
- Make sure the space is comfortable enough to study in but not comfortable enough you associate it with relaxing.
- Wear clothing like your study space: comfortable enough to study but not comfortable enough you associate it with bed and sleeping, for example.
- Pick a space where the lighting is good. Natural light is best if it doesn't shine in your eyes or reflect annoyingly to distract you from studying.
- Choose electric lamps with ample, soft light. Place the lamp where it can illuminate what you're reading without the light distracting you. Handy hint: having the light behind you, going over your shoulder, with the bottom of the lampshade at your chin level (keeping the light out of your eyes) is highly suggested.
- Play classical music or ambient noises to help focus your study. Other types of music can sometimes distract you from studying and harms your studying instead of helping it.
- Turn your phone off. Not in silent mode, not on the desk on its face, not in your pocket: turn it off. It's a distraction affecting your concentration if the phone isn't switched off.
- If you don't need your laptop, tablet, or computer, turn them off or put them to sleep too. These also can be distractions affecting your concentration.
- Find a houseplant you like and that's easy to maintain, and welcome that plant to your study area. House plants can lower your stress levels, improve air quality and encourage peacefulness and mindfulness.
- Keep your study surface clutter-free. If you need to take time to tidy it up, do this. A cluttered desktop can negatively affect your studying.
- Make studying a positive experience. If you find a quote that inspires you, print it out and hang it up where you can see it. If you love seeing photos of your family and friends, and those photos make studying easier (because these people love you and are proud of you!), place a few at the edges of your workspace too.
- Reward yourself for a positive study session. This helps reinforce your positive experiences studying.
- Only study at your study space. Your mind associates study with that space – you're getting down to business, you're studying in that space, and you do it well when you are there – so keep other activities away from that area.

Need Immediate Help?

You might need immediate financial help or assistance with food security. There is no shame in asking for help when you need it. Here are a few places that may be able to help you in times of need.

Foodbanks in Canterbury

Delta Community Support Trust

www.deltatrust.org.nz

101 North Avon Road

0800 233-582

Society of St Vincent de Paul

www.svdpchch.co.nz

(03) 389-7484 ext 1

Text (027) 358-9400

welfare@svdpchch.co.nz

Christchurch City Mission

www.citymission.org.nz

276 – 284 Hereford Street

0800 787-855

0800 Hungry

www.0800hungry.org

0800 486-479

Salvation Army

www.salvationarmy.org.nz

Aranui

34 Portsmouth Street

(03) 388-1072

linwood.cm@salvationarmy.org.nz

Belfast

808 Main North Road

(03) 323-8257

christchurchnorth.corps@salvationarmy.org.nz

Central

853 Colombo Street

(03) 366-8128

christchurchcity.corps@salvationarmy.org.nz

Hornby

23 Manurere Street

(03) 349-6268

hornby.cm@salvationarmy.org.nz

Linwood

177 Linwood Avenue

(03) 389-3723

linwood.cm@salvationarmy.org.nz

Rangiora

12 Ashley Street

(03) 313 2370

rangiora.corps@salvationarmy.org.nz

Sydenham

17 Southampton Street

(03) 331-7483

sydenham_cm@salvationarmy.org.nz

Work and Income New Zealand

Work and Income New Zealand have several ways to help people in need. Contact them on:

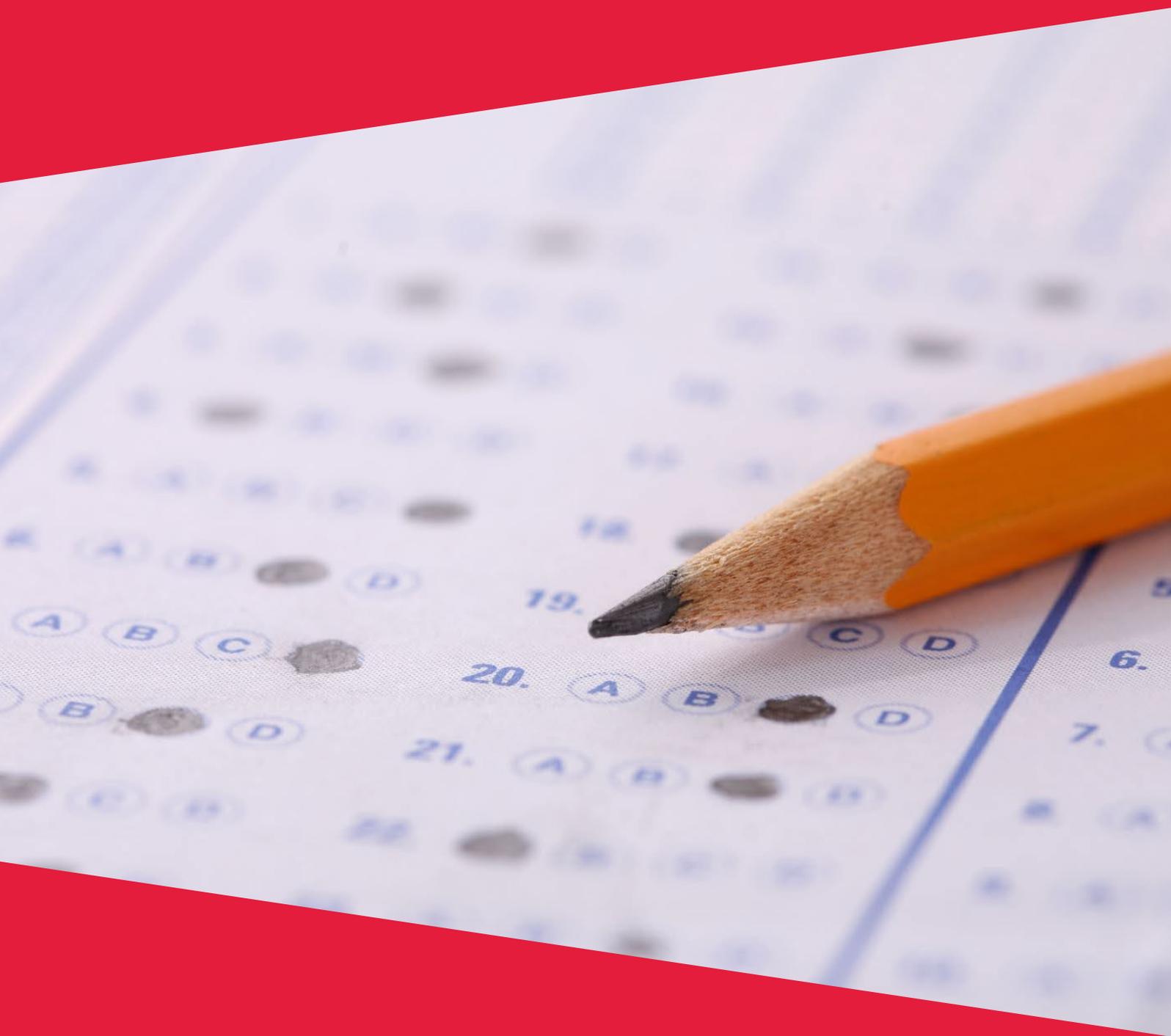
www.workandincome.govt.nz

0800 559 009

If you want to see a person face-to-face, please contact their 0800 number to arrange this.

Other Services

See [Appendix 3](#) in this document for other services or search the internet if not covered here.



Assessments and Grades

Assessments are the way you and we can gauge how well you are studying and learning during your programme. They also give us evidence of your competency in skills and knowledge you are learning. In this section, we discuss the different ways we assess you and how your grades are calculated.

In This Section

- [Introduction to Assessments and Grades](#)
- [How We Allocate Your Grades](#)
- [Types of Assessments](#)
- [Definitions of Types of Assessments](#)
- [Number of Formal Assessments in Our Programmes](#)
- [Extensions on Assessments, Missed Assessments or Failed Assessments](#)
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 - [Examples of Acceptable, Sometimes Acceptable, and Not Acceptable Reasons for Absenteeism](#)
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 - [Absenteeism Due to Medical Reasons](#)
 - [Absenteeism Due to Bereavement](#)
 - [Combination of Classes](#)
 - [Self-Directed Study Hours](#)

Introduction to Assessments and Grades

Your grade is determined throughout your programme by two different sections:

- Attendance** Your attendance in scheduled classes and assessments
- Assessments** Your theory and practical assessments you complete either inside or outside class. These can be assignments, projects, case studies or tests.

How We Allocate Your Grades

We allocate your grades as follows:

Section	Percent of Overall Grade	Minimum Pass (Percentage)	Requirements
Attendance	You must meet the minimum requirement of hours to pass.		
Assessments	100%	60% on each assessment	All <u>must</u> be completed and passed.

Types of Assessments

Assessments are your theory and practical assessments you complete either inside or outside class.

These can be:

- Assignments
- Projects
- Case studies
- Portfolio work
- Tests
- Final examinations

Assessments form 100% of your final grade.

We issue assessment notices with due dates listed for all formal assessments.

You must complete all assessments and pass each one by at least 60%.

Definitions of Types of Assessments

Assessments are **marked** assessments that count towards your final grade.

Please note: We may give you things like homework and spot tests / quizzes to help you gain knowledge or test your skills. These are to help you and us, but they may not count towards your final grade.

Assignment

An assignment is a piece of work, often open book, which you need to take home and complete in your own time.

You will then need to turn the assignment in to the correct tutor by the due date.

Project

A project is a larger piece of work, often open book, which you need to take home and complete in your own time.

This tends to be a lot larger than an assignment and may take several days to complete.

You will then need to turn the project in to the correct tutor by the due date.

Case Study

A case study is where you perform a treatment and document that treatment on a template, usually a consultation form.

In the consultation form, you will need to make sure you meet all the requirements and reflect on what you did during the treatment.

You will complete more than one case study per subject.

You will then need to turn the case studies in to the correct tutor by the due date.

You can find more about the case studies on [our Case Studies page](#) on our Web site.

The case study templates are located on your Teams page. You will need a full, current version of Microsoft Word to use the form.

Portfolio

A portfolio is like a case study but has a more holistic approach.

You will need to make sure you meet all the requirements and reflect on what you did during the treatment.

You most likely will need to supply photographic evidence as well.

You will need to complete several portfolio entries over a certain period of time.

You will then need to turn the portfolio in to the correct tutor by the due date.

You can find out more about your portfolio on [our Portfolio page](#) on our Web site.

The portfolio templates are located on your Teams page. You will need a full, current version of Microsoft Word to use the form.

Test

Tests cover information or skills you covered in previous classes. We try to give you two (2) to three (3) weeks' notice before a test.

Information on marking criteria and other vital requirements is either emailed to students, placed on their Teams page, and / or placed on the student notice board for you to access. This information makes the assessment process more transparent for you.

Most of your practical skills will be assessed via a practical test.

Final Examination

A final examination covers information or skills towards the end of your programme to determine your final competency.

Information on marking criteria, timing, and other vital requirements is either emailed to students, placed on their Teams page, and / or placed on the student notice board for you to access. This information makes the assessment process more transparent for you and allows you to arrange models, if required.

Most of your practical skills will be assessed in a final examination.

Number of Formal Assessments in Our Programmes

Formal Assessments – New Zealand Certificate and Diploma in Beauty Therapy

You will have approximately:

- A dozen formal theory assessments; and
- Over two dozen formal practical assessments.

Formal Assessments – New Zealand Certificate in Nail Technology

You will have approximately:

- Half a dozen formal theory assessments; and
- Many formal practical assessments, many of which are your portfolio entries in the second half of your programme.

Informal Assessments Are Important to Your Success

Tutors may assign you homework and give you other non-formal assessments to help you and your learning. To succeed and achieve in your programme, we highly suggest you complete these.

Extensions on Assessments, Missed Assessments or Failed Assessments

Extensions on Assessments

In this instance, assessments refer to:

- Assignments
- Projects
- Case studies
- Portfolio work

If you need an extension on your assessment, you must apply for the extension five (5) days or more before the due date.

To do this, you must:

- Email the request for the extension directly to the assessor.
- Have extenuating circumstances for us to consider an extension.
- Understand the assessor will deal with extension requests on a case-by-case basis and has the right to seek input from other members of our team to come to a decision.

If you fail your assessment on the first attempt (and this includes not handing the assessment in), you must resubmit your assessment to a passing standard on or before the due date assigned by the assessor.

Sitting a Missed Assessment

If you miss an assessment for a legitimate documented reason (e.g. illness, bereavement), your missed assessment does not count as an attempt at that assessment.

You must:

- Have contacted the Student Liaison Officer to report your absenteeism on the day.
- Supply a legitimate documented reason for your absenteeism from the initial assessment.
- Sit the missed assessment at the next available opportunity. (You may be taken out of class to do this.)

Resitting a Failed Assessment

If you failed an assessment, you will need to resit the assessment and pass it to pass your programme.

You are entitled to one resit opportunity per assessment where a reasonable attempt has been made on the first try of the assessment.

The maximum mark you can achieve on a resit is the minimum pass mark of 60%.

You must:

- Have made a legitimate attempt to sit and pass your assessment on the first try (e.g. answered all the questions in a theory assessment).
- Sit the failed assessment at the next available opportunity. (You may be taken out of class to do this.)

If you do not pass your assessment on your second attempt, we may consider another assessment attempt for you; however, you may need to pay a fee for resitting any assessment beyond the second attempt.

Attendance and Absenteeism

Your attendance is recorded every day. You are marked:

Absent	You are not in class
Late	You have arrived in class after class has started
Present	You are in class and on-time

We mark attendance more than one time a day. If you leave and a tutor hasn't dismissed you, we will mark you absent for the whole period or the whole day.

You must let us know if you are leaving class or the school early so we can account for you in an emergency.

You must text or call in away every day you will not be in class.

Minimum Attendance Requirement

You need to meet the minimum number of hours to pass the programme. Even if you pass all the other sections, you will not qualify if you haven't met the attendance requirements.

If you are considering taking a day off, make absolutely sure you need to take that day off.

If you need to take a day off for sickness, you should go to your doctor and get a medical certificate to cover that day's absence.

Absenteeism Waymarks

This structured policy clarifies the actions we will take when a student reaches the hours of absenteeism listed in the column for the programme they are studying.

Beauty Cert and Dip (starting in February)		Beauty Cert and Dip (starting in July)		Nails	Waymark
First 12 months	Last 6 months	First 6 months	Last 12 months		
32	12	12	32	11	First warning Approaching general absenteeism limit
36	16	16	36	16.5	Second warning Approaching general absenteeism limit
40	20	20	40	22	Final warning Standing at general absenteeism limit Meeting to discuss
Requires medical certificate or excused absence from this point forward					
72	32	32	72	33	First final warning Approaching documented excused absenteeism limit
76	36	36	76	38.5	Second final warning Approaching documented excused absenteeism limit
80	40	40	80	44	Third and final warning letter Final limit No more absenteeism allowed Meeting to discuss
80+	40+	40+	80+	44+	Unable to qualify Failed the programme Options are – can stay on and not qualify; or withdraw

Not Reporting Absenteeism

If you do not report your absenteeism, we may take disciplinary actions against you.

Not reporting your absenteeism is inconsiderate to both your classmates and us. Imagine not reporting you were going to be away from work, and everyone else had to cover for you.

Not reporting your absenteeism to the school is the same.

If you are away from class for 3 school days in a row, and we are unable to get a hold of you, we may contact your nominated next-of-kin to check in on you and your wellbeing.

If you do not report absenteeism 5 days in a row, you will be reported to StudyLink and the government as delinquent. This may see your student loan, student allowance and other funding revoked temporarily or permanently.

We are required to do this by law. If we do not, we threaten all entitlements for Student Loans, etc. for all students.

Examples of Acceptable, Sometimes Acceptable, and Not Acceptable Reasons for Absenteeism

Acceptable Reasons for Absenteeism

- Genuine medical illness (substantiated by a medical certificate) if it is not excessive
- Hospitalisation (substantiated by evidence) if it is not excessive
- Funeral of a close friend or family member (substantiated by evidence) if it is not excessive
- Wedding of a close friend or family member (substantiated by evidence and approved by the Principal) if it is not excessive

Sometimes Acceptable Reasons for Absenteeism

- A one-off or rare time where your child is ill and no one can look after him / her (sometimes substantiated by a medical certificate). This cannot happen frequently as you should have back-up plans for childcare if your child is sick which do not involve you taking time off school
- Specialist medical appointment you cannot change (substantiated by evidence) if it is not excessive

Not Acceptable Reasons for Absenteeism

- Driving test
- A normal medical appointment that can be made outside school hours
- Cup Day
- After a night out
- A long holiday or vacation

Planned Absences

If you are planning to be away from classes for any scheduled reason (wedding, et cetera), you must apply to the Principal for approval. You must download the [Application for Planned Absence Form](#) from the downloads section on our Web site and turn it in with as much time before the planned absence as possible.

The Principal then considers the request in line with the timetable.

You will not be approved to be absent during examinations.

Absenteeism Due to Medical Reasons

Any absenteeism you claim as medical must be substantiated by a medical certificate.

Even if you have medical certificates for your absenteeism, excessive absenteeism may prevent you from sitting your final examinations or gaining your qualification(s).

Medical Certificate

A medical certificate is a note from your doctor, usually typed, stating that he / she had an appointment with you, checked you over, found you had sickness or an illness, and wrote a note to excuse you from work or school. Our policies and those of our international governing bodies require medical certificates for evidence of illness.

Your doctor or medical specialist can give you a medical certificate. It's best to ask him / her in the appointment if you can get one.

Your medical certificate must contain the words (or equivalent), "was examined by me (the doctor)" and "in my (the doctor's) opinion, was medically unfit / unwell to attend class / work". The certificate is your doctor's declaration that you were medically unfit to attend school.

Your medical certificate must not say that it was your opinion that you were ill or unwell, or that you had felt unwell on a previous date but the doctor did not see you around that time.

You turn in your medical certificate to the Student Liaison Officer within 7 days of returning from illness.

Absenteeism Due to Bereavement

If a loved one dies, it can be traumatic. During the course, if you have a loved one pass away, and you need to go to the funeral or meet other obligations related to the death, please see the Student Liaison Officer or Principal to discuss this with them.

You must inform us of bereavement leave as soon as possible.

Legally, you are allowed to miss up to 3 days for a bereavement when the deceased falls into a close family member category, and up to 1 day for a bereavement when the deceased falls into one of the other categories and is approved by the Student Liaison Officer or Principal (as defined by the Holidays Act 2003 and its subsequent amendments). You will need to supply evidence of bereavement to us upon return.

Relationship to the Deceased

According to the Holidays Act 2003 and its subsequent amendments, you can miss up to 3 days for bereavement when the deceased has one of the following relationships to you:

- Spouse
- Parent
- Sibling (brother or sister)
- Child (including the miscarriage or stillbirth of your child)
- Grandparent
- Grandchild
- Spouse's parent

You can miss up to 1 day for bereavement when the deceased has one of the following relationships to you:

- Any other person after discussion with the Student Liaison Officer or Principal

In this latter case, the Act urges us to consider:

- how close your relationship with the deceased is;
- if you are responsible for any part of the ceremonies for the deceased; and/or
- if you have to fulfil any cultural obligations or needs in respect of the deceased.

We do approach the latter on a case-by-case basis.

Evidence of Bereavement

In order to prove bereavement for any audits or evaluations, we ask that you bring in the following combination of things for our records:

- A letter from you outlining your relationship to the deceased, the day(s) you had off due to bereavement, and a photocopy of the obituary; or
- A letter from you outlining your relationship to the deceased, the day(s) you had off due to bereavement, and a photocopy of any evidence of attending the wake and / or funeral

These should be turned in to the Student Liaison Officer within 7 days of returning to class.

If you do not do this, your time off will be counted against your normal days off instead of separately.

Combination of Classes

We reserve the right to combine some classes, where applicable, including but is not limited to A & P and Cosmetic Science, introductory lessons and when special guests are lecturing.

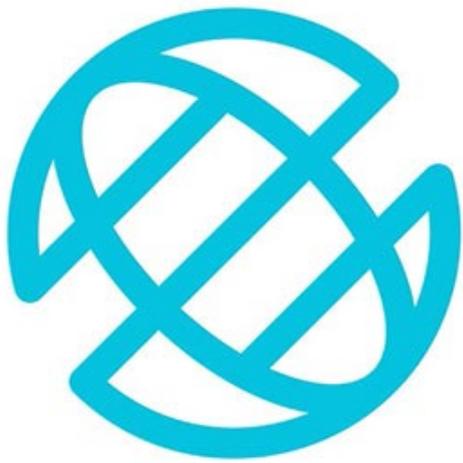
Self-Directed Study Hours

You will need to complete approximately 10 to 15 hours of self-directed study per week in order to complete your assignments, projects, case studies and other assignments, as well as keep up-to-date with your theory knowledge and practical skills.

You will be expected to complete theory study from home to ensure you remain up-to-standard in theory and practical assessments and classes throughout the year.

You must spend at least 10 to 15 hours per week outside of class on reading, assignments, case studies, projects, preparing for class, and preparing for assessment.

Create a time budget or realistic schedule to make sure you have enough time to meet your commitments to your programme through both attendance and self-directed study hours.



iTEC

International Exams

International examinations are independently assessed, lending more credibility to your results by backing-up our assessments. If you want to travel overseas with your skills, international qualifications are recognised in many countries around the world.

In This Section

- [About International Examinations](#)
- [About International Examination Systems](#)
- [International Examination Timetable](#)
- [How to Apply to Sit International Examinations](#)

About International Examinations

International examinations are independently assessed, lending more credibility to your results by backing-up our assessments. If you want to travel overseas with your skills, international qualifications are recognised in many countries around the world.

To be eligible to apply for and sit international examinations, you will need to have achieved well academically consistently throughout your programme. If you do not meet the requirements, we suggest or deny you sitting your international examinations. If you are already registered for your international examinations and do not meet requirements, you may not get a refund.

We usually need at least 10 candidates for international examinations to take place.

About International Examination Systems

We offer the ITEC international examination system. This cornerstone system has been a strong worldwide influence in beauty therapy for over 70 years.

You can visit ITEC's Web site at www.itecworld.co.uk

You can find more information about international examinations on our Web site at www.nasa.co.nz/info/international-examination-systems/

International Examination Timetable

Programmes Ending in January to June

Applications issued

Mid- to late January

Fees and application due

Between 1 February and 15 February

Examinations held

Mid- to late June / early to mid-July

Results received and diplomas available

August

Programmes Ending in July to December

Applications issued

Mid- to late July

Fees and application due

Between 1 August and 15 August

Examinations held

Late November / early to mid-December

Results received and diplomas available

January / February

These dates are approximate and subject to change. See the application form for specific due dates.

How to Apply to Sit International Examinations

A member of our education team usually holds a briefing about international examinations, their costs, and their requirements. After the briefing, you will be given an application form.

You need to turn this into the administration team with payment before or on the due date.

We will then release an international examination schedule closer to the time the exams will be held.



Your Qualifications and Graduation

You're finishing your programme, but you're not quite done yet! Find out about your certificates and diplomas, the graduation presentation, special awards, international qualifications, and what happens after graduation.

In This Section

- [Issuing Your Qualifications](#)
 - [If You Haven't Picked Up Your Certificates and Diplomas](#)
- [Graduation Presentation](#)
 - [When the Graduation Is Held](#)
 - [When Graduation Tickets Are Available](#)
 - [Visitor Requirements for Graduation](#)
 - [Graduation Dress Code](#)
- [Special Awards](#)
 - [Certificate of Excellence](#)
 - [Student of the Year](#)
- [International Qualifications](#)
 - [Processing and Issuing Your ITEC Examinations and Qualifications](#)
 - [Receiving Your ITEC Qualifications](#)
- [After Graduation](#)
 - [Further Study with Us](#)
 - [Employment Offers and Employment Surveys](#)
 - [Acting as a Reference or Referee](#)
 - [Further Assistance](#)
 - [Keep in Touch](#)

Issuing Your Qualifications

We will give you your certificates and diplomas if you have met the following conditions:

- You have paid all your fees and expenses you owe us in full.
- You have successfully passed your programme, including examinations.
- You pick up your certificates at the graduation ceremony or via another method.

These are the ways you can get your certificates and diplomas:

- 1 Attend graduation.**
 - You should ensure you have a ticket to attend (if required).
 - International certificates and diplomas (ITEC) are not available at graduation. You will need to arrange to pick these up or have them sent out to you (see below).

- 2 Arrange a time during our office hours for *you* to pick up your certificates and diplomas.**
 - You must call or text us and arrange a time with an administration team member to ensure we are free.
 - If you do not telephone us first, we are not responsible for securing and passing on your diplomas immediately. We may send you away and ask you to return when it suits us.

- 3 Arrange a time during our office hours for *a friend of yours or a relative of yours* to pick up your certificates and diplomas.**
 - You must call or text us and arrange a time with an administration team member to ensure we are free.
 - You email us a letter with:
 - The person's full name
 - You understand we are not responsible for any damages once the diplomas leave our hands.
 - You approve the person picking-up your certificates.
 - Please make sure the person brings ID.
 - We will keep the email on file.

- 4 Contact us to send your certificates and diplomas via courier.**
 - You email us a letter with:
 - You wish to have the diplomas sent to you.
 - The delivery address.
 - You understand we are not responsible for any damages once the diplomas leave our hands.
 - We will let you know the cost. You will need to pay this fee before we can send your diplomas out.
 - Once paid, we will arrange for the diplomas to be sent out. We will pack the diplomas in cardboard or another sturdy material and mark them to be handled gently.
 - We are not responsible for the length of time in which delivery takes place.

If You Haven't Picked Up Your Certificates and Diplomas

If you haven't picked up your diplomas within 6 months of graduation, we will destroy them.

If you wish to get your diplomas beyond this point in time, you will need to pay us to reissue them.

The current charges for replacement diplomas can be found on our Web site at

www.nasa.co.nz/fees/

You will also need to fill out the [NaSA Qualification Reprint Form](#), available from our Web site, and submit it with payment so we can reprint the diplomas at the next available opportunity.

Our normal diploma printing times are mid-June and early December.

Graduation Presentation

We hold a simple presentation for graduates on our campus.

We reserve the right to alter the format, timing and / or date of the graduation ceremony to suit the parties involved or at our discretion and to fit the circumstances.

When the Graduation Is Held

The ceremony is usually held on the last day of your programme or the last day of the term, although this can vary from intake to intake.

See the [Important Dates](#) section for tentative dates for your graduation.

The ceremony is usually held on the last day of your programme, although this can vary from intake to intake.

When Graduation Tickets Are Available

During recent graduations, we have been moving away from assigning specific tickets to specific people.

However, our Student Liaison Officer and CEO keep track of who is attending via a spreadsheet.

We will start collecting names for each student's guests around:

- 1 June for mid-year graduations
- 1 December for end-of-year graduations

Each student is limited to a few guests plus themselves.

Visitor Requirements for Graduation

Parking for Visitors at Graduation

Visitors must park on the streets surrounding the school.

The school's carpark is reserved for only team members and special guests for graduation.

Arriving Before or On Time

Visitors should arrange to arrive before the scheduled starting time for graduation.

This allows the visitors time to find a carpark, walk to the school, check-in, and get a seat before the ceremony starts.

We will lock the doors a few minutes after the ceremony starts so our ākonga / students and team can enjoy graduation uninterrupted.

Graduation Dress Code

We ask that ākongā / students and their guests dress in smart casual and formal attire only.

People showing up in inappropriate attire (i.e. jeans, et cetera) may be turned away.

This is a special occasion to honour the graduates, so we ask all guests to comply to respect the graduates.

Special Awards

Certificate of Excellence

A student who gains an overall mark of 90% or higher may be awarded a Certificate of Excellence.

To gain a Certificate of Excellence, the student must:

- Be enrolled in an NZQA-Approved programme of 40 credits or more; and
- Gain 90% or higher overall grade; and
- Pass all sections of his or her programme; and
- Meet the ethical and behavioural guidelines.

The Board of Directors reserves the right to deny the Certificate of Excellence to any student who fails to meet ethical or behavioural guidelines or brings the school's reputation into disrepute.

Student of the Year

The student who gains the highest overall grade in their intake in their programme may be awarded the Student of the Year award.

In order to gain the Student of the Year award, the student must:

- Be enrolled in an NZQA-Approved programme of 120 credits or more; and
- Gain the highest overall grade and demonstrate outstanding academic achievement for his or her intake; and
- Pass all sections and meet the attendance criteria of his or her programme; and
- Meet the ethical and behavioural guidelines.

The Board of Directors issues the Student of the Year award at their discretion and reserves the right to deny the award to any student who fails to meet ethical or behavioural guidelines.

If the top student is not awarded the Student of the Year award, the student with the next highest overall grade for the intake may gain the Student of the Year award.

The Board of Directors also reserves the right to issue separate Student of the Year awards for different programmes (i.e. one for the student with the highest overall grade of the intake graduating from the New Zealand Certificate in Nail Technology and another for the student with the highest overall grade of the intake graduating from the New Zealand Certificate and Diploma in Beauty Therapy).

International Qualifications

The time between when you sit your international examinations and the time you receive your international certification is not instantaneous.

If you sat your international examinations at the end of the year, we will send out your results between late January and early March, depending on when we receive them, if you did not receive them when you sat your examination. Your certificates (temporary or permanent) arrive with your results.

We will send out your results as soon as we receive them.

We will not post out your international diplomas once we receive them. To pick them up or have them sent out, please follow the same procedure as listed in "[Issuing Your Qualifications](#)".

We are not responsible for the amount of time it takes for the examination papers to arrive in England. We are also not responsible for the amount of time it takes for the examination papers to be marked, for the marks to be tallied, or for the time it takes for the results and certification to reach us.

If you haven't picked up your international diplomas within 6 months of us notifying you they have arrived, we will destroy them. If you wish to get your international diplomas beyond this point in time, you will need to contact the IGB directly.

Processing and Issuing Your ITEC Examinations and Qualifications

After you have sat your examinations, the theory papers and practical marks are sent to the appropriate company in England for marking and / or moderation. Once these tasks are completed, your results are returned to us with any international qualifications you may receive.

Receiving Your ITEC Qualifications

If we have your contact details, we will contact you to let you know your diplomas have arrived; once you hear from us, you are welcome to:

- arrange a date and time to come in and pick up your qualifications and badge; or
- arrange a date and time to have a friend / family member pick up your qualifications; or
- contact us to arrange a courier to deliver your qualifications to you (a cost applies).

See "[Issuing Your Qualifications](#)" for further information.

After Graduation

Further Study with Us

When you get towards the end of your course, you may be itching to study more. That's okay! We have options for you to do that. For example, New Zealand Certificate in Nail Technology graduates can progress into the New Zealand Certificate and Diploma in Beauty Therapy.

The good thing about studying further with us is we can transfer credit from one course to another, and this saves you money. Please note only a certain number of credits can be transferred.

If you would like more information on any course we offer, please consult your copy of your course information pack, see our Web page, or come and talk to one of the Operations team.

Employment Offers and Employment Surveys

Clinics contact us to advertise positions on our student notice board, and when they send the relevant information through, we post these.

We also encourage you, once you have finished your training, to "call in" to clinics with your current CV and dressed appropriately. You need to look for jobs; offers very rarely fall into anyone's lap.

If you still can't find a job, please contact the OMA staff, and we'll see what opportunities are still available (that we are aware of). Also check the Press, www.trademe.co.nz/jobs/, www.seek.co.nz and other job-related Web sites.

Once you have a job, or if you have gone on to further training, please let us know in writing. TEC require us to keep an as-accurate-as-possible tally on how many (or what percentage of) graduates gained employment in the industry or have progressed to further training.

Acting as a Reference or Referee

Closer to the time of your programme's finishing date, we give you a release form. If you complete this, sign it, and return it to us, we can keep it on file and speak as a referee for you; however, you **must** supply this written authorisation for us to do so. We keep a copy of this on your file.

Under the Privacy Act 2020 and subsequent amendments, we cannot talk to any potential employer about you until we have authorization to do so. We usually only comment on things like your punctuality, professionalism, relationships with fellow students and staff members, and so on.

Further Assistance

If you decide to set-up your own clinic or require any further assistance from us once you have graduated, please feel free to contact us, and we will endeavour to assist you as best as we can.

Keep in Touch

We love for our graduates to stay in touch with us to let us know how you are getting on. Please feel free to give us a call, drop us an email or stop by; we'd love to see you again. Once you are a part of the NaSA family, you stay a part of it.



International Students

This section includes additional information for **international students** (students who are not New Zealand citizens or do not live permanently in New Zealand). International students should read this section with the other sections of this handbook. International students can also find more information on our Web site at www.nasa.co.nz/international-students/

In This Section

- [After You Arrive in New Zealand](#)
- [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 and Subsequent Amendments](#)
- [Travel and Medical Insurance](#)
- [Student Visas and Permits](#)
- [Christchurch and Canterbury](#)
- [Culture Shock](#)
- [Money and Banking](#)
- [Using the Phone and External Contacts](#)
- [New Zealand Laws and Regulations](#)
- [Appropriate Behaviour](#)
- [Further Information](#)
- [Further Assistance](#)

After You Arrive in New Zealand

- Let your friends and family at home know you have arrived safely.
- Buy a good Christchurch map or look at a good Christchurch map on your cell phone.
- Get familiar with Christchurch, your surroundings and the school.
- Say hi to us.
- Finish your enrolment.
- Open your bank account.
- Get your mobile phone ready for New Zealand use.
- Attend International Student orientation.
- Attend all-school orientation on the first day.
- Remember at any time if you need assistance, please let us know. We will help as best as we can!

Relevant Pastoral Care Team Members

The following Operations, Management and Administration team members deal with pastoral care of international students:

Paula Conant

Student Liaison Officer

DDI: +64 3 961 2878

Cell: +64 22 137 0749

Email: paula.conant@nasa.co.nz

Scott Fack

Director of Operations

DDI: +64 3 961 2879

Cell: +64 29 351 3666

Email: scott.fack@nasa.co.nz

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and Subsequent Amendments

The Code

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and its subsequent amendments provides guidelines and requirements for training establishments to follow when dealing with international students.

You can find a copy of the Code of Practice on the NZQA Web site at

www2.nzqa.govt.nz/tertiary/the-code/

Code Statement

Code

The National School of Aesthetics has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and its subsequent amendments, published by the Minister of Education and NZQA. The Code is available from the NZQA Web site at www2.nzqa.govt.nz/tertiary/the-code/

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz

Eligibility For Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on 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

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

Our NZQA External Evaluation and Review (EER) Status

The New Zealand Qualifications Authority (NZQA) conducts external evaluations and reviews (EERs) on tertiary education organisations in New Zealand. For previous and current EER information, please see our Organisations page on the NZQA Web site here:

www.nzqa.govt.nz/providers/details.do?providerId=860154001

Travel and Medical Insurance

As an international student, you need to have valid travel and medical insurance before leaving your home country and starting your course with us.

You also need to understand the insurer may not cover you for previous medical condition(s). You need to apply to the insurer to gain cover for it, and the insurer will contact you and let you know whether or not you are covered for your previous medical condition(s).

You can only get your travel and medical insurance through one of the following companies:

[NZ Student Plan](#)

Uni-Care International Travel Insurance Service

+64 9 362 4039

[International Student Travel Insurance](#)

Southern Cross Travel Insurance

0800 784 691

+64 9 979 6597

[Orbit Protect International Student Prime Insurance](#)

Orbit Protect Ltd.

0800 478 833

+64 3 434 8151

[Studentsafe Inbound Learners](#)

InsurancesafeNZ

Allianz Partners

0800 486 004

+64 9 488 1638

Please contact the suppliers directly for a quote for your insurance.

The Code requires international students to hold valid travel and medical insurance throughout their journey to, time in, and journey from New Zealand.

You will need to prove to us you have adequate cover before we fully enrol you.

See www.nasa.co.nz/international-students/medical-and-travel-insurance/ for more information.

Student Visas and Permits

You need to hold a valid Student Visa and Permit in order to study with us.

We **must** see the original student visa and permit and your passport.

Do not send us your originals in the post or by courier. We bear no responsibility for your original documents if you do this.

For more information on student visas and permits, see the Immigration New Zealand's Web site at www.immigration.govt.nz/new-zealand-visas/already-have-a-visa/managing-your-visa-and-passport/details-page-for-passport-sticker/visa/full-fee-paying-student-visa

Working While Studying

According to the Immigration New Zealand Web site, international students:

- “studying full-time for at least 1 academic year”
- “your course is worth at least 120 credits”, and
- “your course is delivered over a period of at least 8 months”:

may be allowed to work full-time during “scheduled breaks in study”.

This means that international students enrolled in the following programmes may be allowed to work full-time **only during scheduled breaks** (term breaks) if their visa allows it:

- New Zealand Certificate and Diploma in Beauty Therapy (CO3691)

This is indicative only, so you should speak with an Immigration New Zealand representative or visit the Immigration Web site at www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa for confirmation of your right to work while studying.

More Information about Working in New Zealand

You can find more information about working in New Zealand through the Immigration New Zealand Web site. Topics include:

- [Starting to work after studying](#)
- [Your employment rights](#)
- [Finding and applying for jobs](#)
- [Wages and pay](#)
- [Holidays and leave](#)
- [Types of employment arrangements](#)
- [Workplace health, safety and communication](#)

We also encourage you to visit and read the [NauMai NZ Web site](#) for more information on studying and working in New Zealand and also the [Live and Work New Zealand Web site](#) for more information on working and living in New Zealand.

Christchurch and Canterbury

Christchurch is located on the east coast of the South Island and is the South Island's largest, and New Zealand's second largest, city.

According to the Christchurch City Council's Fact Pack 2016 and Statistics NZ's 2018 Census data:

- Christchurch City was named after Oxford University's Christ Church College, attended by John Robert Godley, long regarded as one of the founders of Christchurch.
- The Māori name for Christchurch is Otautahi.
- Christchurch City is known as the Garden City due to its expansive parks and public gardens. The largest park in Christchurch's metropolitan area is Hagley Park.
- In 2022, it was estimated 389,000 people lived in Christchurch. According to the 2018 New Zealand census, these people were:
 - 78% - European
 - 12% - Māori
 - 3.8% - Pacific Peoples
 - 15% - Asian
 - 1.5% - Middle Eastern, Latin American or African
- Christchurch's temperature ranges between a mean annual maximum of 33.0 degrees Celsius and a mean annual minimum of -5.0 degrees Celsius.

Christchurch has a lot of exciting places to visit in the city and the surrounding Canterbury area, including, but not limited to:

- Downtown – shopping on Cashel Street and so on
- The Terrace – bars, restaurants and taverns on Oxford Terrace, overlooking the Avon
- Riverside Market – a large market area on Oxford Terrace, overlooking the Avon
- Botanic Gardens on Rolleston Avenue
- Christchurch Art Gallery, Corner of Worcester and Montreal Streets, in the city
- Arts Centre on Worcester Street in the city
- Various parks and beaches, including the New Brighton Pier
- Lyttelton, a port town on Lyttelton Harbour
- Akaroa, a small French-influenced settlement on Banks Peninsula
- Mount Hutt, Mount Dobson and other mountains for skiing
- Events and festivals in Christchurch
- Shopping at Northlands, The Palms, Westfield Riccarton, the Tannery and other malls
- Willowbank and Orana Park, both wildlife experiences
- Tranz Scenic Train Journeys (to the West Coast)

A site with a lot of information is [Find:Chch](#), or if you would like some in-depth information, visit www.ccc.govt.nz for the Christchurch City Council or www.ecan.govt.nz for Environment Canterbury (the Canterbury Regional Council). Wikipedia (www.wikipedia.org) and Google (www.google.co.nz) have further information on Web sites as well.

Culture Shock

What is Culture Shock?

Culture shock describes when feelings with being in a different cultural or social environment, like a foreign country, emerge. You may find you are having difficulty in assimilating the new culture, which also causes difficulty in knowing what is appropriate and what is not. You may also find you feel uneasy or disgusted with some aspects of this new culture.

Don't worry! It is natural. Some of the things you might feel are:

- Confusion
- Disorientation
- Nervousness
- Tiredness
- Not sleeping well
- Frustration
- Anger
- Anxiety
- Being dependant on others from your home country

Our food and climate may be different. We may dress differently, or speak too fast, or use words you don't understand. Those you love may not be in New Zealand with you. You may miss home. You start questioning if coming to New Zealand was a good idea.

If you feel this way, please come and see us. We have been through it and understand.

Coping with Culture Shock

People cope with culture shock in different ways.

Some good advice includes:

- Read about New Zealand and our culture before you arrive. This will help you feel surer about what you should expect when you arrive and more familiar with New Zealand and our culture. This also helps you know about differences from your own culture and helps you adapt easier.
- Familiarise yourself with local customs and language. This will help you feel more confident in not offending others or being offended yourself as well as help ensure cultural misunderstandings don't occur.
- Be open-minded about New Zealand culture.
- Don't judge New Zealand by your cultural standards.
- Take "time out" for some "you" time to reflect on the day's events and give yourself some solitude.

Sometimes getting involved with "the locals" will help take your mind off the culture shock. If you like sports or have certain hobbies, local organisations can assist you.

“Kiwis Speak Too Fast”

New Zealanders and some other English-speaking people speak a bit too fast and add slang and abbreviations to their conversation. You may find this a bit difficult to understand at first, but if you don't understand, ask them politely to repeat themselves.

- Practice English as much as you can.
- If you have a dictionary, use it to look up words.
- Read newspapers, on-line reports and books (English) as much as possible.
- Observe body language and listen; Kiwis generally look at you when they are speaking to you.
- If you don't understand, ask. Most people will be more than willing to help out.
- If you make a mistake, have a laugh about it and ask for an explanation. Most people will be more than happy to help you out.
- Get involved with others. This will help your English language skills immensely.

Money and Banking

Money

We use the New Zealand dollar as our currency. 100 cents equals one dollar. \$ is the symbol for the dollar, while c is the symbol for cents.



10 cents



20 cents



50 cents



1 dollar



2 dollars

\$5



\$10



\$20



\$50



\$100



Banking Information and Opening an Account

Opening an Account

Opening an account with a New Zealand bank varies from bank to bank, but most ask for:

1. Two certified identification documents (such as a driver's license or passport);
2. A minimum amount to open the account; and
3. Evidence you are studying with us.

You would be best to approach the bank to arrange to open an account.

Banking Information

Banks in New Zealand are:

ANZ

www.anz.co.nz

Kiwibank

www.kiwibank.co.nz

ASB

www.asb.co.nz

Westpac

www.westpac.co.nz

BNZ

www.bnz.co.nz

ASB and Westpac all offer specific International Student bank accounts. ASB allows you to apply from overseas.

We use ASB for our personal and business needs and highly recommend them. Some of us also use BNZ, and we highly recommend them as well.

Banks charge fees on transactions and various other areas. Please see the terms and conditions from your bank for further information.

Banks are normally open from 9 AM to 4:30 PM, Monday through Friday. If you wish to open an account, we highly suggest you contact them to make an appointment date and time.

Other Money Information

Ways to Pay

EFTPOS (standing for Electronic Funds Transfer – Point Of Sale) is a common way of paying for items and services in New Zealand. You normally get an EFTPOS card when you open a bank account. This deducts money from your account to pay for the goods you are purchasing.

Credit cards are also acceptable. You need to pay this money back when it becomes due. Normally, money spent on a credit card attracts a moderate interest rate. Most New Zealand credit cards use the chip in the card instead of the magnetic stripe on the back of the card.

The most common credit cards used in New Zealand are Visa and MasterCard. Some merchants accept American Express, Diners Club and JBL; however, these are not as common.

Tap-and-go can be used on both EFTPOS and credit cards with the appropriate symbol. You can tap your card against the terminal to pay for your purchase. The purchase needs to be \$80 or under to use this service without a PIN number.

Cash in New Zealand dollars is also acceptable.

Cheques and **bank cheques** are no longer used.

Other options, such as **Electronic Funds Transfer**, are also available. These usually involve your bank or online banking.

Transaction Information

Goods and Services Tax (GST)

GST is charged on all goods and services. This rate is 15% and is usually included in the price of an item. (If cost doesn't say, it usually includes GST)

“Excluding GST” or “GST exclusive” means you have to figure the GST into the price. The way to do this is multiply the price by 1.15, which will give you the correct price with GST included.

Swedish Rounding

In New Zealand, we use a system called “Swedish Rounding” for transactions using cash. Since our smallest piece is 10 cents, shops normally round numbers up or down to the nearest 10 cents.

For example, \$15.14 will be rounded to \$15.10, while \$15.16 will be rounded to \$15.20. Some shops round \$15.15 to \$15.10 and some to \$15.20.

Bargaining

Bargaining is not normally accepted in many circumstances.

Borrowing or Lending Money

You should not lend others money or ask to borrow money from others.

A bank would be the most appropriate avenue to lend you or others money.

Using the Phone and External Contacts

New Zealand's phone system operates differently from some other countries.

The entire South Island has the area code (03), so with numbers outside of Christchurch, or when dialling any telephone number from a mobile phone, you need to put (03) in front of the number before dialling.

Mobile phones have their own unique area codes, starting with an 02. Telecom mobile phones usually start with (027) and Vodafone mobile phones start with either an (021) or (029) area code. 2degrees usually start with an (022).

For further information on operating the telephone, and phone services in New Zealand, see www.whitepages.co.nz for further information.

Google may be a great tool to use to look up this information if you need it.

We have also included a list of relevant contacts you may need in Appendix 3 of this Student Handbook.

New Zealand Laws and Regulations

As part of our obligations under the Code of Practice, we are required to give you basic information on driving, alcohol, tobacco, recreational drugs and gambling in New Zealand.

The National School of Aesthetics is providing this information under its obligations. It should in no way be taken as advice or a substitute for the original documents or laws. You should consult the appropriate person or bodies for accurate, up-to-date information on these rules, regulations and legal requirements. We are not responsible for information given which has changed since this document was published nor are we responsible for any misinterpretation of the information provided.

Driving in New Zealand

This section gives a brief overview of driving in New Zealand and should in no way be taken as advice or substitute for the official Rode Code (www.nzta.govt.nz/roadcode/). You should consult the Road Code and the New Zealand Transport Agency (www.nzta.govt.nz) for accurate, up-to-date information on these rules, regulations and legal requirements.

Driver's License

All drivers in New Zealand are required to hold a valid and current driver's license.

International students have several options available to them, including:

- Using a current and valid driver's license from your home country; or
- Using a current and valid international driving permit; or
 - These must have a clear and approved translation accompanying them.
 - These are only good for 12 months in New Zealand.
- Gaining a New Zealand driver's license through the AA or another authorized agency.
- Motorcycle drivers need to hold a special motorcycle license.
- See www.nzta.govt.nz/driver-licences/ for more information.
- Law dictates you must carry your license with you at all times you are driving.

- New Zealand has a Graduated Driver Licence System.
 - A **learner** licence allows you to learn to drive. You must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years.)
 - A **restricted** license allows you to drive on your own between the hours of 5 AM and 10 PM. If you wish to drive outside these hours, you must be accompanied by a supervisor.
 - If you hold either a **learner** or **restricted** license, you cannot carry passengers unless you are accompanied by a supervisor.
 - A **full** license allows you to drive on your own and carry passengers at any time for non-commercial use.

Insurance

- All drivers should hold third party insurance (at least).

Unique laws and rules

In New Zealand, we drive on the left-hand side of the road.

We did have a unique road rule here called the “Give Way Rule”, but this rule is no longer in used.

New Zealand Police

The New Zealand Police enforce New Zealand driving laws.

- The government can issue penalties such as fines, license disqualification or suspension, vehicle impoundment and imprisonment for breaking driving laws.
- Police can impound a vehicle, at your expense, if you are operating the vehicle in a race or in an unnecessary exhibition of speed or acceleration, or causing the vehicle to undergo a sustained loss of traction (e.g. wheel spins) under the Land Transport (Unauthorised Street and Drag Racing) Amendment Act 2003.

Parking

Some parking areas are sign-posted.

- Parking is not allowed on yellow lines.
- Most city parking requires drivers to pay and display a receipt.
- Vehicles can be towed away, at your expense, if you have parked it illegally.

Drink driving (driving under the influence of alcohol)

The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand. There are severe penalties, including licence disqualification and suspension and prison terms for driving while over legal alcohol limits.

Speed limits and speeding

The default maximum speed limit in New Zealand is 100 kilometres per hour (kph). Most urban streets have 50 kph limits. In the Christchurch Central Business District, the speed limit on many streets is 30 kph. Speed limits are well sign-posted, and can vary on the same stretch of road, so watch out for them. Drive to the conditions; in poor visibility and bad weather, it may be appropriate to drive slower than the speed limit.

Safety (seat) belts

Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

Merging

When two lanes narrow into one, we call this a **merge**. You should “merge like a zip” in these circumstances. See www.nzta.govt.nz/safety/ for more information and advice.

Intersections

Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right. Refer to the Road Code (www.nzta.govt.nz/roadcode/) for more detailed information.

Roundabouts are also known as traffic circles. This is an intersection where three or more roads intersect with a circular road in the middle. See the appropriate NZTA page at www.nzta.govt.nz/safety/ for more information on roundabouts.

Driver fatigue

Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it hard to focus, poor decision-making, and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired, stop driving and have a sleep, drink of water or coffee, and circulate fresh air into the car.

In case of an accident

If in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, insurance company). If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, the weather conditions and so on.

If someone is injured or killed in an accident, it must be reported to the Police. If the police do not attend the accident scene, report it to the nearest Police station within 24 hours.

For emergency assistance at the scene of the accident, **call 111** and ask for the emergency service required (e.g. Police, Fire or Ambulance).

In case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner's name and address, and the registration plate number of his/her vehicle to other people involved in the accident. If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

Road Safety

Road safety is for all road users, whether you are a cyclist, pedestrian, passenger or driver.

In New Zealand, we drive on the left-hand side of the road. This is very important for all road users.

Pedestrians and cyclists should consult the appropriate sections of the NZTA Web site at www.nzta.govt.nz/safety/

Pedestrian safety

- Cars do not always stop for pedestrians, so please be careful when crossing the road.
- Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) wherever possible.
- When crossing the road:
 - Find a safe place to cross.
 - Stop one step back from the kerb.
 - Look and listen for traffic wherever it may come from (usually look right, look left, look right again).
 - If there is traffic coming, wait until it has passed, then look and listen for traffic again.
 - When there is no traffic coming, walk quickly straight across the road, looking each way for traffic.
- Pedestrians are not usually allowed to walk on the road and are barred from walking on expressways.

For more information, visit the appropriate section of the NZTA's Web site at www.nzta.govt.nz/safety/

Cyclist safety

- Cyclists are required to obey the Road Code.
- Cyclists are required by law to wear a properly-fitted, standards-approved bicycle helmet, when riding a bicycle on a road.
- Unless otherwise sign-posted or under the acceptable conditions listed in the Road Code, cyclists should ride on the road and not the footpath.

For more information, visit the appropriate section of the NZTA's Web site at www.nzta.govt.nz/safety/

Passenger safety

Drivers and passengers are legally required to wear safety belts and can be fined for not wearing safety belts.

When taking a bus:

- Wait for the bus at the bus stop.
- Get on the bus carefully.
- Sit back in your seat quietly on the bus and don't distract the driver.
- Get off the bus carefully and wait until the bus has driven away before crossing the road.

Alcohol, Tobacco, Recreational Drugs and Gambling

This section gives a brief overview of alcohol, tobacco, recreational drugs and gambling in New Zealand and should in no way be taken as advice or substitute for legal advice. You should consult a lawyer or appropriate bodies for accurate, up-to-date information on this.

Alcohol

- You must be 18 to legally purchase and consume alcohol in New Zealand.
- It is illegal to purchase or consume alcohol if you are under 18. Those over the age of 18 cannot supply alcohol to those under 18.
- It is also illegal to drink alcohol and then operate a vehicle in many cases.
- You must be 18 to enter a nightclub or bar, and you must produce evidence of this.
- Depending on the area, you may or may not be able to consume alcohol.
 - Christchurch bans the public consumption of alcohol in some areas. These areas are sign-posted.

See www.alcohol.org.nz for more info.

Tobacco

- You must be 18 to legally purchase and use tobacco in New Zealand.
- It is illegal to purchase or use tobacco if you are under 18. Those over the age of 18 cannot supply tobacco to those under 18.
- Smoking indoors in places used by the general public such as restaurants, workplaces, airports, shopping malls, and so on is illegal.
- Depending on the area, you may or may not be able to smoke in a public place.
 - Smoking around schools or any training establishment can sometimes be banned or illegal.

See www.health.govt.nz/our-work/preventative-health-wellness/tobacco-control/smokefree-environments-legislation for more information about smoking in New Zealand.

Recreational Drugs

Recreational drugs such as cannabis, cocaine, methamphetamines and so on are illegal in New Zealand to possess, manufacture, distribute or use. If you are found in possession of these, or linked somehow to them, you may face harsh penalties, including imprisonment, and be arrested by the New Zealand Police.

More information can be found at www.drugfoundation.org.nz.

Gambling

Only four types of gambling are legal in New Zealand. These include lotteries such as Lotto, Keno and Big Wednesday, Instant Kiwi scratch cards, TAB (where you bet on races) and casinos. You must be 20 to enter a casino.

If you or someone you know has a gambling problem, please contact the New Zealand Gambling Helpline on 0800 654 655, the Asian Gambling Hotline on 0800 862 342, or visit the Web site on www.pgfnz.co.nz

Appropriate Behaviour

New Zealanders tend to be pretty laid-back people, but they still expect a certain standard of decorum of behaviour from themselves and visitors.

Chewing

New Zealanders generally consider chewing with their mouths closed as good manners. When you are eating, keep your mouth closed and refrain from speaking while chewing.

Clearing your nose and throat

New Zealanders consider snorting and loud clearing of the throat offensive. If you have a cold or need to clear your nose or throat, please use tissues or Kleenex.

Making friends

New Zealanders are friendly, laid-back people. Meet them and get to know them, and you may be surprised at the “social networking”, i.e. they know others who you befriend.

Be relaxed and open. You may make mistakes with your English, and others may laugh, but they are not laughing to offend you. Best advice: laugh with them and ask them what was wrong. They will most likely explain to you.

Some questions may be offensive to New Zealanders you don't know well. For example, you shouldn't ask:

- A woman how old she is.
- How much someone paid for their house.
- How much money someone earns a year.

Your new friends may take you out to a bar or pub. We pay for drinks as we receive them. If a friend “shouts” (i.e. buys) you a drink, you should be polite and buy them a drink the next round.

Personal hygiene

A high standard of personal hygiene is required in our field of work and is expected by most employers. You should bathe or shower at least daily, including washing your hair and body.

The majority of New Zealanders consider body odour offensive. You should wear a deodorant, at least, or a deodorant with an antiperspirant. Buy these at the supermarket.

New Zealanders also find too much perfume or cologne overpowering and unacceptable.

Clothes and other items, such as sheets, pillowcases, et cetera, should be washed regularly as well to ensure cleanliness and hygiene. We suggest washing your clothes after wearing them once and washing your sheets and other linen at least once a week.

After going to the toilet, sneezing or coughing on your hands, please wash your hands. Not washing your hands can spread diseases and viruses.

Personal space

As we live in a wide open nation, we value our personal space. This means standing a few feet away from people when talking to them and not staring at them. If a person backs off, this could be the reason why.

Pets

New Zealanders often have pets, mostly dogs and cats. They usually treat these pets as members of their family, allowing them to sleep and live inside.

Punctuality

Be on-time. In New Zealand, when we say something starts at 9 AM, it starts at 9 AM. It is considered rude to show up late. If you are going to be late (due to a car accident or other matter), we consider a telephone call with an explanation as a polite way to deal with it.

Relationships

In New Zealand, we have different types of relationships. Relationships can be between men and women, men and other men and women and other women. The legal age of consent in New Zealand is 16. Two people in a relationship are usually called “partners”.

Rubbish and litter

You are legally required to dispose of rubbish in the correct manner. Most public places have receptacles for you to dispose of small quantities of rubbish or litter. If you litter (i.e. discard rubbish on the ground, et cetera), you may be caught and fined.

Saying “thank you”

You should say “thank you” when assisted, no matter how small the task or favour. We consider that polite.

Sharing of drinks and food

Meningitis is a higher risk in New Zealand than in other countries and can be spread via saliva.

Cases to avoid are:

- Sharing a drink bottle or sipping out of the same cup.
- Using the same utensil unwashed.
- Eating from the same piece of food as someone else.

Many other cases exist, but it is best not to share anything that transmits saliva.

Smoking

New Zealand has various laws about where you can and cannot smoke. If you are in a private dwelling, including your flat, it’s generally considered polite to ask if you can smoke inside first. Most people in New Zealand actually go outside to smoke (after asking permission first) to keep the smell of smoke outside. Please see the “Tobacco” section above for more information on smoking.

Sneezing and coughing

If you are going to sneeze or cough, sneeze or cough into your elbow. Please wash your hands after you have. New Zealanders consider this good manners and hygiene. If you don’t cover your face or you don’t wash your hands, you can put other people at risk.

Spitting

Spitting is considered offensive in New Zealand. Please do not spit anywhere.

Tips and bribes

Tips and bribes are not considered acceptable in New Zealand.

Toilets

We use toilets in the Western manner, i.e. sit on the toilet seat to use it. Once finished, use toilet paper to clean yourself and dispose of it down the toilet, with human waste, by flushing.

Feminine hygiene products, such as tampons or sanitary napkins, are **not** flushed down the toilet, but wrapped in an appropriate bag or container and placed in the receptacle provided.

Toilets are usually cleaned regularly, so splashing them with water is unacceptable.

Touching

People in a relationship do touch each other but more often than not, public displays of affection are generally frowned upon. Men and women who are friends often hug.

Further Information

The Student Handbook and our Web site holds plenty of information, including which programmes International students can enrol in, and so on.

If you cannot find the information, please contact one of us and we will assist you as best as we can.

Further Assistance

If, at any time, you need further assistance or would like further information on a certain area, please contact us, and we will endeavour to assist you as best as we can.

We hope that your time studying with us is pleasant, and always remember, we are here to assist you as best as we possibly can.



Appendix 1: Course Descriptions

Each programme we offer is comprised of several courses. In this section, each programme is listed with its associated courses. **You must undertake all courses listed unless you have gained Recognition of Prior Learning (RPL) or it is listed under an “optional courses” heading.** See the Our Programmes section of this document for definition of terms and other information.

In This Section

The courses, including course names, course codes, credits in each course and levels of each course, in these programmes:

- [New Zealand Certificate and Diploma in Beauty Therapy \(Level 5\) \[CO3691\]](#)
- [New Zealand Certificate in Beauty Therapy \(Level 4\) \[NZ3444\]](#)
- [New Zealand Certificate in Nail Technology \(Level 4\) \[NZ3443\]](#)
- [New Zealand Diploma in Beauty Therapy \(Level 5\) \[NZ3445\]](#)

We also include [details on how specific courses relate to one another from programme to programme.](#)

New Zealand Certificate and Diploma in Beauty Therapy (Level 5) [CO3691]

Course Name (CO3691)	Code	Credits	Level
Demonstrate client care and communication	BT4011	3	4
People credited with this course are able to: demonstrate appropriate client care; and demonstrate appropriate client communication.			
Employ hygiene and sterilisation within health and safety requirements	BT4012	3	5
People credited with this course are able to: demonstrate knowledge of hygiene and sterilisation methods common in a beauty industry context; employ hygiene and sterilisation methods common in a beauty industry context; demonstrate protection of the health and safety of the client and the therapist; prepare the working area, including electrical equipment where required, bearing hygiene, health and safety in mind; and demonstrate and apply knowledge of the therapist's responsibilities under the Health and Safety at Work Act, its subsequent amendments, and other related health and safety laws and their subsequent amendments.			
Demonstrate professionalism in a beauty industry context	BT4013	2	4
People credited with this course are able to: demonstrate and apply knowledge of professional working relationships with others in a beauty industry context; use professional appearance and behaviours in a beauty industry context; and demonstrate knowledge of the concepts Code of Ethics and Continual Professional Development.			
Demonstrate knowledge of items and events related to accidents and emergencies in a beauty industry context	BT4014	1	2
People credited with this course are able to: demonstrate knowledge of items and events related to accidents and emergencies in the beauty therapy clinic. <i>Critical health and safety prerequisites:</i> The student will need to hold a current, appropriate first aid certificate, covering at minimum the contents of unit standards 6401, <i>Provide first aid</i> , and 6402, <i>Provide basic life support</i> , or their equivalents.			
Demonstrate knowledge of care of electrical equipment in a beauty therapy context	BT4015	1	3
People credited with this course are able to: demonstrate and apply knowledge of basic safety checks for electrical equipment in a beauty industry context; and demonstrate knowledge of the structure and function of key electrical equipment components in a beauty industry context.			

Course Name (CO3691)	Code	Credits	Level
Apply professional standards, including health, safety, and hygiene obligations, to advanced beauty services	BT5016	5	5
People credited with this course are able to: apply appropriate client care and communication in a beauty industry context; apply hygiene and sterilisation methods within health and safety requirements for advanced beauty services; apply professionalism to advanced beauty services in a beauty industry context; and apply knowledge of care of electrical equipment to advanced beauty services in a beauty industry context.			
Perform pre-treatment consultation tasks in a beauty industry context	BT4021	4	4
People credited with this course are able to: demonstrate and apply knowledge of communication skills relevant to a consultation in a beauty industry context; design a consultation form in a beauty industry context; and conduct a consultation and in-depth analysis, using a consultation form, in a beauty industry context.			
Develop and employ a treatment plan based on pre-treatment consultation tasks in a beauty industry context	BT4022	3	4
People credited with this course are able to: develop and employ a treatment plan to meet the requirements of the client; determine the desired outcomes are being met during and after the manicure treatment, pedicure treatment, eye treatment, make-up treatment, or facial waxing treatment; and update the consultation form before a subsequent treatment using information supplied by the client and observations.			
Perform post-treatment consultation tasks in a beauty industry context	BT4023	3	4
People credited with this course are able to: perform post-treatment consultation tasks in a beauty industry context.			
Demonstrate and apply knowledge of contraindications for manicure and pedicure treatments	BT4031	4	5
People credited with this course are able to: demonstrate knowledge of contraindications to manicure and pedicure treatments; and apply knowledge of contraindications to manicure and pedicure treatments.			
Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments	BT4032	4	5
People credited with this course are able to: demonstrate knowledge of cosmetic products and tools for manicure and pedicure treatments; and apply knowledge of cosmetic products and tools for manicure and pedicure treatments.			

Course Name (CO3691)	Code	Credits	Level
Perform a manicure treatment or pedicure treatment	BT4033	4	4
People credited with this course are able to: perform a manicure or pedicure treatment; and demonstrate knowledge of specialised nail treatments and enhancements.			
Demonstrate and apply knowledge of contraindications for manual facial and skin care services	BT4041	6	5
People credited with this course are able to: demonstrate knowledge of contraindications to manual facial and skin care services; demonstrate knowledge of skin diseases and disorders, and their contraindication status; demonstrate knowledge of the environmental and lifestyle factors that can affect the condition of the skin; demonstrate knowledge of contraindications and contra-actions of the eye area in a beauty industry context; and apply knowledge of contraindications to manual facial and skin care services, including skin diseases and disorders, environmental and lifestyle factors affecting the skin, and of the eye area in a beauty industry context.			
Demonstrate and apply knowledge of contraindications for basic facial electrical treatments	BT4042	2	5
People credited with this course are able to: demonstrate knowledge of contraindications to deep cleansing treatments; and apply knowledge of contraindications to deep cleansing treatments.			
Perform a facial treatment	BT4043	6	4
People credited with this course are able to: perform a superficial cleanse; perform a toning treatment; perform pre-heat treatments; perform manual deep cleansing; perform a skin analysis; perform a facial massage; and apply a facial mask.			
Perform enhancement services to the appearance of eyebrows and eyelashes	BT4044	3	4
People credited with this course are able to: perform eyelash and eyebrow tinting treatments; perform an eyebrow tweezing treatment; and perform an advanced eye enhancement treatment.			
Perform basic facial electrical treatments	BT4045	1	5
People credited with this course are able to: prepare for basic facial electrical treatments; and perform an electronic deep cleansing treatment.			
Perform a make-up service	BT4046	5	4
People credited with this course are able to: prepare for a make-up service; and perform a make-up service.			

Course Name (CO3691)	Code	Credits	Level
Demonstrate and apply knowledge of cosmetic products for facial and skin care services	BT4047	6	5
People credited with this course are able to: demonstrate knowledge of the sources of common materials and product types for facial and skin care products; demonstrate knowledge of the main ingredients for facial and skin care products and their effects; and apply knowledge of facial and skin care products.			
Demonstrate and apply knowledge of contraindications for advanced beauty electrical treatments and advanced beauty therapy services	BT5033	8	5
People credited with this course are able to: demonstrate knowledge of contraindications to advanced electrical beauty treatments and advanced beauty therapy services; and apply knowledge of contraindications to advanced electrical beauty treatments and advanced beauty therapy services.			
Perform advanced facial electrical treatments and advanced facial beauty therapy services	BT5034	14	5
People credited with this course are able to: prepare for advanced facial electrical treatments and advanced facial beauty therapy services; and perform advanced facial electrical treatments and advanced facial beauty therapy services.			
Demonstrate and apply knowledge of contraindications for hair removal services	BT4051	4	5
People credited with this course are able to: demonstrate knowledge of contraindications to hair removal services; and apply knowledge of contraindications to hair removal services.			
Demonstrate and apply knowledge of contraindications for body care services	BT4052	8	5
People credited with this course are able to: demonstrate knowledge of contraindications to massage treatments; demonstrate knowledge of contraindications to exercise; demonstrate knowledge of contraindications to body exfoliation treatments; demonstrate knowledge of contraindications to body wraps and body mask treatments; and apply knowledge of contraindications for body care services.			
Perform waxing treatments	BT4053	5	4
People credited with this course are able to: use the correct products, tools and techniques during waxing treatments; perform standard waxing treatments; and perform advanced waxing treatments.			

Course Name (CO3691)	Code	Credits	Level
Demonstrate and apply knowledge of cosmetic products for manual hair removal and body care services	BT4054	1	5
People credited with this course are able to: demonstrate knowledge of the composition of and ingredients in depilatory products; demonstrate knowledge of the composition of and ingredients in massage media; demonstrate knowledge of the composition of and the ingredients in body wraps and exfoliation products; and demonstrate knowledge of the composition of and the ingredients in spray tanning products; and apply knowledge of products for manual hair removal and body care services.			
Perform a Swedish body massage	BT4055	5	5
People credited with this course are able to: demonstrate knowledge of the history and development of Swedish body massage; and perform a Swedish body massage.			
Perform a figure diagnosis	BT4056	2	5
People credited with this course are able to: perform a figure diagnosis in a body service context.			
Demonstrate basic exercise routines for beauty therapy clients	BT4057	1	5
People credited with this course are able to: demonstrate basic exercise routines for beauty therapy clients.			
Perform body wraps and exfoliation treatments	BT4058	3	5
People credited with this course are able to: perform body exfoliation treatments; and perform body wraps and masks.			
Perform spray tanning services and demonstrate knowledge of tanning services theory	BT4059	1	4
People credited with this course are able to: demonstrate knowledge related to spray tanning and UV tanning treatments; prepare for a spray tanning treatment; and perform a spray tanning treatment.			
Perform advanced body electrical treatments	BT5043	11	5
People credited with this course are able to: prepare for advanced body electrical; and perform advanced body electrical treatments.			

Course Name (CO3691)	Code	Credits	Level
Perform a short-wave diathermy electrology treatment	BT5051	10	5
People credited with this course are able to: perform further pre-treatment and post-treatment consultation tasks for a short-wave diathermy electrology treatment; prepare for a short-wave diathermy electrology treatment; perform a short-wave diathermy electrology treatment; and demonstrate and apply knowledge of possible adverse reactions to a short-wave diathermy electrology treatment and their causes.			
Perform a blend galvanic electrology treatment	BT5052	10	5
People credited with this course are able to: perform further pre-treatment and post-treatment consultation tasks for a blend (galvanic) electrology treatment; prepare for a blend (galvanic) electrology treatment; perform a blend (galvanic) electrology treatment; and demonstrate and apply knowledge of possible adverse reactions to a blend (galvanic) electrology treatment and their causes.			
Demonstrate knowledge of human anatomy and physiology in a beauty industry context	BT4061	8	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skeletal system; demonstrate knowledge of the anatomy and physiology of the muscular system; demonstrate knowledge of the anatomy and physiology of the cell; demonstrate knowledge of the anatomy and physiology of the circulatory system; demonstrate knowledge of the anatomy and physiology of the lymphatic system; demonstrate knowledge of the anatomy and physiology of the nervous system; demonstrate knowledge of the anatomy and physiology of the endocrine system; demonstrate knowledge of the anatomy and physiology of the respiratory system; demonstrate knowledge of the anatomy and physiology of the digestive system; demonstrate knowledge of the anatomy and physiology of the urinary system; and demonstrate knowledge of the anatomy and physiology of the reproductive system.			
Demonstrate knowledge of electricity and basic physics in a beauty industry context	BT4062	2	5
People credited with this course are able to: demonstrate knowledge of basic concepts related to electricity and physics in a beauty industry context.			
Demonstrate and apply knowledge of basic nutrition to provide nutritional advice in a beauty industry context	BT4071	3	5
People credited with this course are able to: demonstrate knowledge of food and diet and the basic various nutrients in food in a beauty industry context; demonstrate knowledge of common diseases and disorders due to nutritional deficiencies; and prepare basic nutritional advice for the healthy skin and body of a client in a beauty industry context.			

Course Name (CO3691)	Code	Credits	Level
Create, monitor and revise nutritional plans for clients in an advanced beauty industry context	BT5092	7	5
<p>People credited with this course are able to: design a nutrition plan template for use in an advanced beauty industry context; conduct a nutritional consultation and in-depth analysis, using a nutrition plan template, in a beauty industry context; develop and employ a nutrition plan to meet the requirements of the client; monitor, evaluate and adapt the nutrition plan; perform post-monitoring nutritional consultation tasks; and conclude, and analyse the results of, the nutrition plan.</p>			
Demonstrate knowledge of the anatomy and physiology of the skin in a beauty industry context	BT4081	3	5
<p>People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skin; and demonstrate knowledge of skin diseases and disorders.</p>			
Demonstrate knowledge of the anatomy and physiology of the nail in a beauty industry context	BT4082	1	5
<p>People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the nail; and demonstrate knowledge of nail diseases and disorders and factors affecting nail growth.</p>			
Demonstrate knowledge of the anatomy and physiology of the hair in a beauty industry context	BT4083	1	5
<p>People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the hair; and demonstrate knowledge of nail diseases and disorders and factors affecting hair growth.</p>			
Demonstrate reception skills and services in a beauty industry context	BT4091	3	4
<p>People credited with this course are able to: demonstrate interpersonal reception skills in a beauty industry context; and demonstrate reception and customer services in a beauty industry context.</p>			
Demonstrate client sales and transaction services in a beauty industry context	BT4092	2	4
<p>People credited with this course are able to: demonstrate basic principles of selling retail products in a beauty industry context; and conduct conventional transactions in a beauty industry context.</p>			

Course Name (CO3691)	Code	Credits	Level
Demonstrate knowledge about contributing to the operation of a small beauty sector business	BT4101	5	4
<p>People credited with this course are able to: demonstrate knowledge of the financial requirements and implications of operating a small beauty business; demonstrate knowledge of legal requirements and obligations of operating a small beauty business; and demonstrate knowledge of presenting, advertising and marketing a small beauty business.</p>			
Demonstrate knowledge about managing the operation of a small beauty sector business	BT5072	5	5
<p>People credited with this course are able to: demonstrate knowledge of documented policies and procedures in a small beauty sector business; and demonstrate knowledge of important concepts related to managing the operation of a small beauty sector business.</p>			

New Zealand Certificate in Beauty Therapy (Level 4) [NZ3444]

Course Name (NZ3444)	Code	Credits	Level
Demonstrate client care and communication	BT4011	3	4
People credited with this course are able to: demonstrate appropriate client care; and demonstrate appropriate client communication.			
Employ hygiene and sterilisation within health and safety requirements	BT4012	3	5
People credited with this course are able to: demonstrate knowledge of hygiene and sterilisation methods common in a beauty industry context; employ hygiene and sterilisation methods common in a beauty industry context; demonstrate protection of the health and safety of the client and the therapist; prepare the working area, including electrical equipment where required, bearing hygiene, health and safety in mind; and demonstrate and apply knowledge of the therapist's responsibilities under the Health and Safety at Work Act, its subsequent amendments, and other related health and safety laws and their subsequent amendments.			
Demonstrate professionalism in a beauty industry context	BT4013	2	4
People credited with this course are able to: demonstrate and apply knowledge of professional working relationships with others in a beauty industry context; use professional appearance and behaviours in a beauty industry context; and demonstrate knowledge of the concepts Code of Ethics and Continual Professional Development.			
Demonstrate knowledge of items and events related to accidents and emergencies in a beauty industry context	BT4014	1	2
<p>People credited with this course are able to: demonstrate knowledge of items and events related to accidents and emergencies in the beauty therapy clinic.</p> <p><i>Critical health and safety prerequisites:</i> The student will need to hold a current, appropriate first aid certificate, covering at minimum the contents of unit standards 6401, <i>Provide first aid</i>, and 6402, <i>Provide basic life support</i>, or their equivalents.</p>			
Demonstrate knowledge of care of electrical equipment in a beauty therapy context	BT4015	1	3
People credited with this course are able to: demonstrate and apply knowledge of basic safety checks for electrical equipment in a beauty industry context; and demonstrate knowledge of the structure and function of key electrical equipment components in a beauty industry context.			

Course Name (NZ3444)	Code	Credits	Level
Perform pre-treatment consultation tasks in a beauty industry context	BT4021	4	4
People credited with this course are able to: demonstrate and apply knowledge of communication skills relevant to a consultation in a beauty industry context; design a consultation form in a beauty industry context; and conduct a consultation and in-depth analysis, using a consultation form, in a beauty industry context.			
Develop and employ a treatment plan based on pre-treatment consultation tasks in a beauty industry context	BT4022	3	4
People credited with this course are able to: develop and employ a treatment plan to meet the requirements of the client; determine the desired outcomes are being met during and after the manicure treatment, pedicure treatment, eye treatment, make-up treatment, or facial waxing treatment; and update the consultation form before a subsequent treatment using information supplied by the client and observations.			
Perform post-treatment consultation tasks in a beauty industry context	BT4023	3	4
People credited with this course are able to: perform post-treatment consultation tasks in a beauty industry context.			
Demonstrate and apply knowledge of contraindications for manicure and pedicure treatments	BT4031	4	5
People credited with this course are able to: demonstrate knowledge of contraindications to manicure and pedicure treatments; and apply knowledge of contraindications to manicure and pedicure treatments.			
Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments	BT4032	4	5
People credited with this course are able to: demonstrate knowledge of cosmetic products and tools for manicure and pedicure treatments; and apply knowledge of cosmetic products and tools for manicure and pedicure treatments.			
Perform a manicure treatment or pedicure treatment	BT4033	4	4
People credited with this course are able to: perform a manicure or pedicure treatment; and demonstrate knowledge of specialised nail treatments and enhancements.			

Course Name (NZ3444)	Code	Credits	Level
Demonstrate and apply knowledge of contraindications for manual facial and skin care services	BT4041	6	5
People credited with this course are able to: demonstrate knowledge of contraindications to manual facial and skin care services; demonstrate knowledge of skin diseases and disorders, and their contraindication status; demonstrate knowledge of the environmental and lifestyle factors that can affect the condition of the skin; demonstrate knowledge of contraindications and contraindications of the eye area in a beauty industry context; and apply knowledge of contraindications to manual facial and skin care services, including skin diseases and disorders, environmental and lifestyle factors affecting the skin, and of the eye area in a beauty industry context.			
Demonstrate and apply knowledge of contraindications for basic facial electrical treatments	BT4042	2	5
People credited with this course are able to: demonstrate knowledge of contraindications to deep cleansing treatments; and apply knowledge of contraindications to deep cleansing treatments.			
Perform a facial treatment	BT4043	6	4
People credited with this course are able to: perform a superficial cleanse; perform a toning treatment; perform pre-heat treatments; perform manual deep cleansing; perform a skin analysis; perform a facial massage; and apply a facial mask.			
Perform enhancement services to the appearance of eyebrows and eyelashes	BT4044	3	4
People credited with this course are able to: perform eyelash and eyebrow tinting treatments; perform an eyebrow tweezing treatment; and perform an advanced eye enhancement treatment.			
Perform basic facial electrical treatments	BT4045	1	5
People credited with this course are able to: prepare for basic facial electrical treatments; and perform an electronic deep cleansing treatment.			
Perform a make-up service	BT4046	5	4
People credited with this course are able to: prepare for a make-up service; and perform a make-up service.			
Demonstrate and apply knowledge of cosmetic products for facial and skin care services	BT4047	6	5
People credited with this course are able to: demonstrate knowledge of the sources of common materials and product types for facial and skin care products; demonstrate knowledge of the main ingredients for facial and skin care products and their effects; and apply knowledge of facial and skin care products.			

Course Name (NZ3444)	Code	Credits	Level
Demonstrate and apply knowledge of contraindications for hair removal services	BT4051	4	5
People credited with this course are able to: demonstrate knowledge of contraindications to hair removal services; and apply knowledge of contraindications to hair removal services.			
Demonstrate and apply knowledge of contraindications for body care services	BT4052	8	5
People credited with this course are able to: demonstrate knowledge of contraindications to massage treatments; demonstrate knowledge of contraindications to exercise; demonstrate knowledge of contraindications to body exfoliation treatments; demonstrate knowledge of contraindications to body wraps and body mask treatments; and apply knowledge of contraindications for body care services.			
Perform waxing treatments	BT4053	5	4
People credited with this course are able to: use the correct products, tools and techniques during waxing treatments; perform standard waxing treatments; and perform advanced waxing treatments.			
Demonstrate and apply knowledge of cosmetic products for manual hair removal and body care services	BT4054	1	5
People credited with this course are able to: demonstrate knowledge of the composition of and ingredients in depilatory products; demonstrate knowledge of the composition of and ingredients in massage media; demonstrate knowledge of the composition of and the ingredients in body wraps and exfoliation products; and demonstrate knowledge of the composition of and the ingredients in spray tanning products; and apply knowledge of products for manual hair removal and body care services.			
Perform a Swedish body massage	BT4055	5	5
People credited with this course are able to: demonstrate knowledge of the history and development of Swedish body massage; and perform a Swedish body massage.			
Perform a figure diagnosis	BT4056	2	5
People credited with this course are able to: perform a figure diagnosis in a body service context.			
Demonstrate basic exercise routines for beauty therapy clients	BT4057	1	5
People credited with this course are able to: demonstrate basic exercise routines for beauty therapy clients.			

Course Name (NZ3444)	Code	Credits	Level
Perform body wraps and exfoliation treatments	BT4058	3	5
People credited with this course are able to: perform body exfoliation treatments; and perform body wraps and masks.			
Perform spray tanning services and demonstrate knowledge of tanning services theory	BT4059	1	4
People credited with this course are able to: demonstrate knowledge related to spray tanning and UV tanning treatments; prepare for a spray tanning treatment; and perform a spray tanning treatment.			
Demonstrate knowledge of human anatomy and physiology in a beauty industry context	BT4061	8	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skeletal system; demonstrate knowledge of the anatomy and physiology of the muscular system; demonstrate knowledge of the anatomy and physiology of the cell; demonstrate knowledge of the anatomy and physiology of the circulatory system; demonstrate knowledge of the anatomy and physiology of the lymphatic system; demonstrate knowledge of the anatomy and physiology of the nervous system; demonstrate knowledge of the anatomy and physiology of the endocrine system; demonstrate knowledge of the anatomy and physiology of the respiratory system; demonstrate knowledge of the anatomy and physiology of the digestive system; demonstrate knowledge of the anatomy and physiology of the urinary system; and demonstrate knowledge of the anatomy and physiology of the reproductive system.			
Demonstrate knowledge of electricity and basic physics in a beauty industry context	BT4062	2	5
People credited with this course are able to: demonstrate knowledge of basic concepts related to electricity and physics in a beauty industry context.			
Demonstrate and apply knowledge of basic nutrition to provide nutritional advice in a beauty industry context	BT4071	3	5
People credited with this course are able to: demonstrate knowledge of food and diet and the basic various nutrients in food in a beauty industry context; demonstrate knowledge of common diseases and disorders due to nutritional deficiencies; and prepare basic nutritional advice for the healthy skin and body of a client in a beauty industry context.			
Demonstrate knowledge of the anatomy and physiology of the skin in a beauty industry context	BT4081	3	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skin; and demonstrate knowledge of skin diseases and disorders.			

Course Name (NZ3444)	Code	Credits	Level
Demonstrate knowledge of the anatomy and physiology of the nail in a beauty industry context	BT4082	1	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the nail; and demonstrate knowledge of nail diseases and disorders and factors affecting nail growth.			
Demonstrate knowledge of the anatomy and physiology of the hair in a beauty industry context	BT4083	1	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the hair; and demonstrate knowledge of nail diseases and disorders and factors affecting hair growth.			
Demonstrate reception skills and services in a beauty industry context	BT4091	3	4
People credited with this course are able to: demonstrate interpersonal reception skills in a beauty industry context; and demonstrate reception and customer services in a beauty industry context.			
Demonstrate client sales and transaction services in a beauty industry context	BT4092	2	4
People credited with this course are able to: demonstrate basic principles of selling retail products in a beauty industry context; and conduct conventional transactions in a beauty industry context.			
Demonstrate knowledge about contributing to the operation of a small beauty sector business	BT4101	5	4
People credited with this course are able to: demonstrate knowledge of the financial requirements and implications of operating a small beauty business; demonstrate knowledge of legal requirements and obligations of operating a small beauty business; and demonstrate knowledge of presenting, advertising and marketing a small beauty business.			
<i>Optional Courses</i>			
Perform a short-wave diathermy electrology treatment	BT4111	10	5
People credited with this course are able to: perform further pre-treatment and post-treatment consultation tasks for a short-wave diathermy electrology treatment; prepare for a short-wave diathermy electrology treatment; perform a short-wave diathermy electrology treatment; and demonstrate and apply knowledge of possible adverse reactions to a short-wave diathermy electrology treatment and their causes.			

Course Name (NZ3444)	Code	Credits	Level
Perform a blend galvanic electrology treatment	BT4112	10	5
<p>People credited with this course are able to: perform further pre-treatment and post-treatment consultation tasks for a blend (galvanic) electrology treatment; prepare for a blend (galvanic) electrology treatment; perform a blend (galvanic) electrology treatment; and demonstrate and apply knowledge of possible adverse reactions to a blend (galvanic) electrology treatment and their causes.</p>			

New Zealand Certificate in Nail Technology (Level 4) [NZ3443]

Course Name (NZ3443)	Code	Credits	Level
Demonstrate client care and communication	NT4011	4	4
People credited with this course are able to: demonstrate appropriate client care; and demonstrate appropriate client communication.			
Employ hygiene and sterilisation within health and safety requirements	NT4012	4	5
People credited with this course are able to: demonstrate knowledge of hygiene and sterilisation methods common in a beauty industry context; employ hygiene and sterilisation methods common in a beauty industry context; demonstrate protection of the health and safety of the client and the therapist; prepare the working area, including electrical equipment where required, bearing hygiene, health and safety in mind; and demonstrate and apply knowledge of the therapist's responsibilities under the Health and Safety at Work Act, its subsequent amendments, and other related health and safety laws and their subsequent amendments.			
Demonstrate professionalism in a beauty industry context	NT4013	3	4
People credited with this course are able to: demonstrate and apply knowledge of professional working relationships with others in a beauty industry context; use professional appearance and behaviours in a beauty industry context; and demonstrate knowledge of the concepts Code of Ethics and Continual Professional Development.			
Demonstrate knowledge of items and events related to accidents and emergencies in a beauty industry context	NT4014	2	2
People credited with this course are able to: demonstrate knowledge of items and events related to accidents and emergencies in the beauty therapy clinic. <i>Critical health and safety prerequisites:</i> The student will need to hold a current, appropriate first aid certificate, covering at minimum the contents of unit standards 6401, <i>Provide first aid</i> , and 6402, <i>Provide basic life support</i> , or their equivalents.			
Demonstrate knowledge of care of electrical equipment in a beauty therapy context	NT4015	2	3
People credited with this course are able to: demonstrate and apply knowledge of basic safety checks for electrical equipment in a beauty industry context; and demonstrate knowledge of the structure and function of key electrical equipment components in a beauty industry context.			

Course Name (NZ3443)	Code	Credits	Level
Perform pre-treatment consultation tasks in a nail technology context	NT4021	4	4
People credited with this course are able to: demonstrate and apply knowledge of communication skills relevant to a consultation in a nail technology context; design a consultation form in a nail technology context; and conduct a consultation and in-depth analysis, using a consultation form, in a nail technology context.			
Develop and employ a treatment plan based on pre-treatment consultation tasks in a nail technology context	NT4022	3	4
People credited with this course are able to: develop and employ a treatment plan to meet the requirements of the client; determine the desired outcomes are being met during and after the treatment; and update the consultation form before a subsequent treatment using information supplied by the client and observations.			
Perform post-treatment consultation tasks in a nail technology context	NT4023	3	4
People credited with this course are able to: perform post-treatment consultation tasks in a beauty industry context.			
Demonstrate and apply knowledge of contraindications for manicure and pedicure treatments	NT4031	4	5
People credited with this course are able to: demonstrate knowledge of contraindications to manicure and pedicure treatments; and apply knowledge of contraindications to manicure and pedicure treatments.			
Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments	NT4032	4	5
People credited with this course are able to: demonstrate knowledge of cosmetic products and tools for manicure and pedicure treatments; and apply knowledge of cosmetic products and tools for manicure and pedicure treatments.			
Perform a manicure treatment or pedicure treatment	NT4033	4	4
People credited with this course are able to: perform a manicure or pedicure treatment; and demonstrate knowledge of specialised nail treatments and enhancements.			

Course Name (NZ3443)	Code	Credits	Level
Demonstrate and apply knowledge of contraindications for nail augmentation and nail art services	NT4041	4	5
People credited with this course are able to: demonstrate knowledge of contraindications to nail augmentation and nail art services; demonstrate knowledge of skin diseases and disorders and demonstrate knowledge of their contraindication status; and apply knowledge of contraindications to nail augmentation and nail art services, including skin diseases and disorders.			
Demonstrate and apply knowledge of cosmetic products and tools for nail augmentation and nail art services	NT4042	4	5
People credited with this course are able to: demonstrate knowledge of cosmetic products and tools for nail augmentation and nail art services; apply knowledge of cosmetic products and tools for nail augmentation and nail art services; and demonstrate knowledge of various scientific concepts surrounding nail augmentation and nail art products; and apply knowledge of various scientific concepts surrounding nail augmentation and nail art products.			
Perform nail augmentation services	NT4043	32	4
People credited with this course are able to: prepare for nail augmentation services; perform nail augmentation services; perform "in-filling" services; perform nail augmentation removal services; and demonstrate and apply knowledge of possible adverse reactions to nail augmentation services and their causes.			
Perform nail art services	NT4051	8	4
People credited with this course are able to: prepare for nail art services; perform nail art services; and demonstrate and apply knowledge of possible adverse reactions to nail art services and their causes.			
Demonstrate knowledge of human anatomy and physiology in a nail technology context	BT4061	6	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skeletal system in a nail technology context; demonstrate knowledge of the anatomy and physiology of the muscular system in a nail technology context; demonstrate knowledge of the anatomy and physiology of the cell in a nail technology context; demonstrate knowledge of the anatomy and physiology of the circulatory system in a nail technology context; and demonstrate knowledge of the anatomy and physiology of the lymphatic system in a nail technology context.			
Demonstrate knowledge of the anatomy and physiology of the skin in a nail technology context	NT4062	2	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skin relevant to nail services.			

Course Name (NZ3443)	Code	Credits	Level
Demonstrate knowledge of the anatomy and physiology of the nail in a nail technology context	NT4063	1	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the nail relevant to nail services.			
Demonstrate knowledge of the anatomy and physiology of the hair in a nail technology context	NT4064	1	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the hair relevant to nail services.			
Demonstrate and apply knowledge of diseases and disorders of the nail and related to the nail in a nail technology context	NT4071	5	5
People credited with this course are able to: demonstrate knowledge of nail diseases and disorders and factors affecting nail growth; demonstrate knowledge of skin diseases and disorders relevant to nail services; demonstrate knowledge of hair diseases and disorders and factors affecting hair growth relevant to nail services; and apply knowledge of nail, skin, and hair diseases and disorders and factors affecting growth, including possible implications, to nail services.			
Demonstrate reception skills and services in a beauty industry context	NT4081	6	4
People credited with this course are able to: demonstrate interpersonal reception skills in a beauty industry context; and demonstrate reception and customer services in a beauty industry context.			
Demonstrate client sales and transaction services in a beauty industry context	NT4082	4	4
People credited with this course are able to: demonstrate basic principles of selling retail products in a beauty industry context; and conduct conventional transactions in a beauty industry context.			
Demonstrate knowledge about contributing to the operation of a small beauty sector business	NT4091	5	4
People credited with this course are able to: demonstrate knowledge of the financial requirements and implications of operating a small beauty business; demonstrate knowledge of legal requirements and obligations of operating a small beauty business; and demonstrate knowledge of presenting, advertising and marketing a small beauty business.			
Design a layout plan for a clinic and create a basic business plan, including costing and resources	NT4092	5	4
People credited with this course are able to: design a layout plan for a fictional clinic with supporting information; and create a basic business plan, including costing and resources.			

New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445]

Course Name (CO3691)	Code	Credits	Level
Demonstrate client care and communication	BT5011	3	4
People credited with this course are able to: demonstrate appropriate client care; and demonstrate appropriate client communication.			
Employ hygiene and sterilisation within health and safety requirements	BT5012	3	5
People credited with this course are able to: demonstrate knowledge of hygiene and sterilisation methods common in a beauty industry context; employ hygiene and sterilisation methods common in a beauty industry context; demonstrate protection of the health and safety of the client and the therapist; prepare the working area, including electrical equipment where required, bearing hygiene, health and safety in mind; and demonstrate and apply knowledge of the therapist's responsibilities under the Health and Safety at Work Act, its subsequent amendments, and other related health and safety laws and their subsequent amendments.			
Demonstrate professionalism in a beauty industry context	BT5013	2	4
People credited with this course are able to: demonstrate and apply knowledge of professional working relationships with others in a beauty industry context; use professional appearance and behaviours in a beauty industry context; and demonstrate knowledge of the concepts Code of Ethics and Continual Professional Development.			
Demonstrate knowledge of items and events related to accidents and emergencies in a beauty industry context	BT5014	1	2
People credited with this course are able to: demonstrate knowledge of items and events related to accidents and emergencies in the beauty therapy clinic. <i>Critical health and safety prerequisites:</i> The student will need to hold a current, appropriate first aid certificate, covering at minimum the contents of unit standards 6401, <i>Provide first aid</i> , and 6402, <i>Provide basic life support</i> , or their equivalents.			
Demonstrate knowledge of care of electrical equipment in a beauty therapy context	BT5015	1	3
People credited with this course are able to: demonstrate and apply knowledge of basic safety checks for electrical equipment in a beauty industry context; and demonstrate knowledge of the structure and function of key electrical equipment components in a beauty industry context.			

Course Name (CO3691)	Code	Credits	Level
Apply professional standards, including health, safety, and hygiene obligations, to advanced beauty services	BT5016	5	5
People credited with this course are able to: apply appropriate client care and communication in a beauty industry context; apply hygiene and sterilisation methods within health and safety requirements for advanced beauty services; apply professionalism to advanced beauty services in a beauty industry context; and apply knowledge of care of electrical equipment to advanced beauty services in a beauty industry context.			
Perform pre-treatment consultation tasks in a beauty industry context	BT5021	4	4
People credited with this course are able to: demonstrate and apply knowledge of communication skills relevant to a consultation in a beauty industry context; design a consultation form in a beauty industry context; and conduct a consultation and in-depth analysis, using a consultation form, in a beauty industry context.			
Develop and employ a treatment plan based on pre-treatment consultation tasks in a beauty industry context	BT5022	3	4
People credited with this course are able to: develop and employ a treatment plan to meet the requirements of the client; determine the desired outcomes are being met during and after the manicure treatment, pedicure treatment, eye treatment, make-up treatment, or facial waxing treatment; and update the consultation form before a subsequent treatment using information supplied by the client and observations.			
Perform post-treatment consultation tasks in a beauty industry context	BT5023	3	4
People credited with this course are able to: perform post-treatment consultation tasks in a beauty industry context.			
Demonstrate and apply knowledge of contraindications for basic facial electrical treatments	BT5031	2	5
People credited with this course are able to: demonstrate knowledge of contraindications to deep cleansing treatments; and apply knowledge of contraindications to deep cleansing treatments.			
Perform basic facial electrical treatments	BT5032	1	5
People credited with this course are able to: prepare for basic facial electrical treatments; and perform an electronic deep cleansing treatment.			

Course Name (CO3691)	Code	Credits	Level
Demonstrate and apply knowledge of contraindications for advanced beauty electrical treatments and advanced beauty therapy services	BT5033	8	5
People credited with this course are able to: demonstrate knowledge of contraindications to advanced electrical beauty treatments and advanced beauty therapy services; and apply knowledge of contraindications to advanced electrical beauty treatments and advanced beauty therapy services.			
Perform advanced facial electrical treatments and advanced facial beauty therapy services	BT5034	14	5
People credited with this course are able to: prepare for advanced facial electrical treatments and advanced facial beauty therapy services; and perform advanced facial electrical treatments and advanced facial beauty therapy services.			
Demonstrate and apply knowledge of contraindications for advanced hair removal services	BT5041	1	5
People credited with this course are able to: demonstrate knowledge of contraindications to advanced hair removal services; and apply knowledge of contraindications to advanced hair removal services.			
Perform body wraps and exfoliation treatments	BT5042	3	5
People credited with this course are able to: perform body exfoliation treatments; and perform body wraps and masks.			
Perform advanced body electrical treatments	BT5043	11	5
People credited with this course are able to: prepare for advanced body electrical; and perform advanced body electrical treatments.			
Perform a short-wave diathermy electrology treatment	BT5051	10	5
People credited with this course are able to: perform further pre-treatment and post-treatment consultation tasks for a short-wave diathermy electrology treatment; prepare for a short-wave diathermy electrology treatment; perform a short-wave diathermy electrology treatment; and demonstrate and apply knowledge of possible adverse reactions to a short-wave diathermy electrology treatment and their causes.			

Course Name (CO3691)	Code	Credits	Level
Perform a blend galvanic electrology treatment	BT5052	10	5
People credited with this course are able to: perform further pre-treatment and post-treatment consultation tasks for a blend (galvanic) electrology treatment; prepare for a blend (galvanic) electrology treatment; perform a blend (galvanic) electrology treatment; and demonstrate and apply knowledge of possible adverse reactions to a blend (galvanic) electrology treatment and their causes.			
Demonstrate knowledge of human anatomy and physiology in a beauty industry context	BT5061	8	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skeletal system; demonstrate knowledge of the anatomy and physiology of the muscular system; demonstrate knowledge of the anatomy and physiology of the cell; demonstrate knowledge of the anatomy and physiology of the circulatory system; demonstrate knowledge of the anatomy and physiology of the lymphatic system; demonstrate knowledge of the anatomy and physiology of the nervous system; demonstrate knowledge of the anatomy and physiology of the endocrine system; demonstrate knowledge of the anatomy and physiology of the respiratory system; demonstrate knowledge of the anatomy and physiology of the digestive system; demonstrate knowledge of the anatomy and physiology of the urinary system; and demonstrate knowledge of the anatomy and physiology of the reproductive system.			
Demonstrate knowledge of electricity and basic physics in a beauty industry context	BT5062	2	5
People credited with this course are able to: demonstrate knowledge of basic concepts related to electricity and physics in a beauty industry context.			
Demonstrate knowledge about contributing to the operation of a small beauty sector business	BT5071	5	4
People credited with this course are able to: demonstrate knowledge of the financial requirements and implications of operating a small beauty business; demonstrate knowledge of legal requirements and obligations of operating a small beauty business; and demonstrate knowledge of presenting, advertising and marketing a small beauty business.			
Demonstrate knowledge about managing the operation of a small beauty sector business	BT5072	5	5
People credited with this course are able to: demonstrate knowledge of documented policies and procedures in a small beauty sector business; and demonstrate knowledge of important concepts related to managing the operation of a small beauty sector business.			

Course Name (CO3691)	Code	Credits	Level
Demonstrate knowledge of the anatomy and physiology of the skin in a beauty industry context	BT5081	3	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the skin; and demonstrate knowledge of skin diseases and disorders.			
Demonstrate knowledge of the anatomy and physiology of the nail in a beauty industry context	BT5082	1	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the nail; and demonstrate knowledge of nail diseases and disorders and factors affecting nail growth.			
Demonstrate knowledge of the anatomy and physiology of the hair in a beauty industry context	BT5083	1	5
People credited with this course are able to: demonstrate knowledge of the anatomy and physiology of the hair; and demonstrate knowledge of nail diseases and disorders and factors affecting hair growth.			
Demonstrate and apply knowledge of basic nutrition to provide nutritional advice in a beauty industry context	BT5091	3	5
People credited with this course are able to: demonstrate knowledge of food and diet and the basic various nutrients in food in a beauty industry context; demonstrate knowledge of common diseases and disorders due to nutritional deficiencies; and prepare basic nutritional advice for the healthy skin and body of a client in a beauty industry context.			
Create, monitor and revise nutritional plans for clients in an advanced beauty industry context	BT5092	7	5
People credited with this course are able to: design a nutrition plan template for use in an advanced beauty industry context; conduct a nutritional consultation and in-depth analysis, using a nutrition plan template, in a beauty industry context; develop and employ a nutrition plan to meet the requirements of the client; monitor, evaluate and adapt the nutrition plan; perform post-monitoring nutritional consultation tasks; and conclude, and analyse the results of, the nutrition plan.			

Programmes and Courses Chart

NZ3443

New Zealand Certificate in Nail Technology (Level 4)

NZ3444

New Zealand Certificate in Beauty Therapy (Level 4)

CO3691

New Zealand Certificate and Diploma in Beauty Therapy (Level 5)

NZ3445

New Zealand Diploma in Beauty Therapy (Level 5)

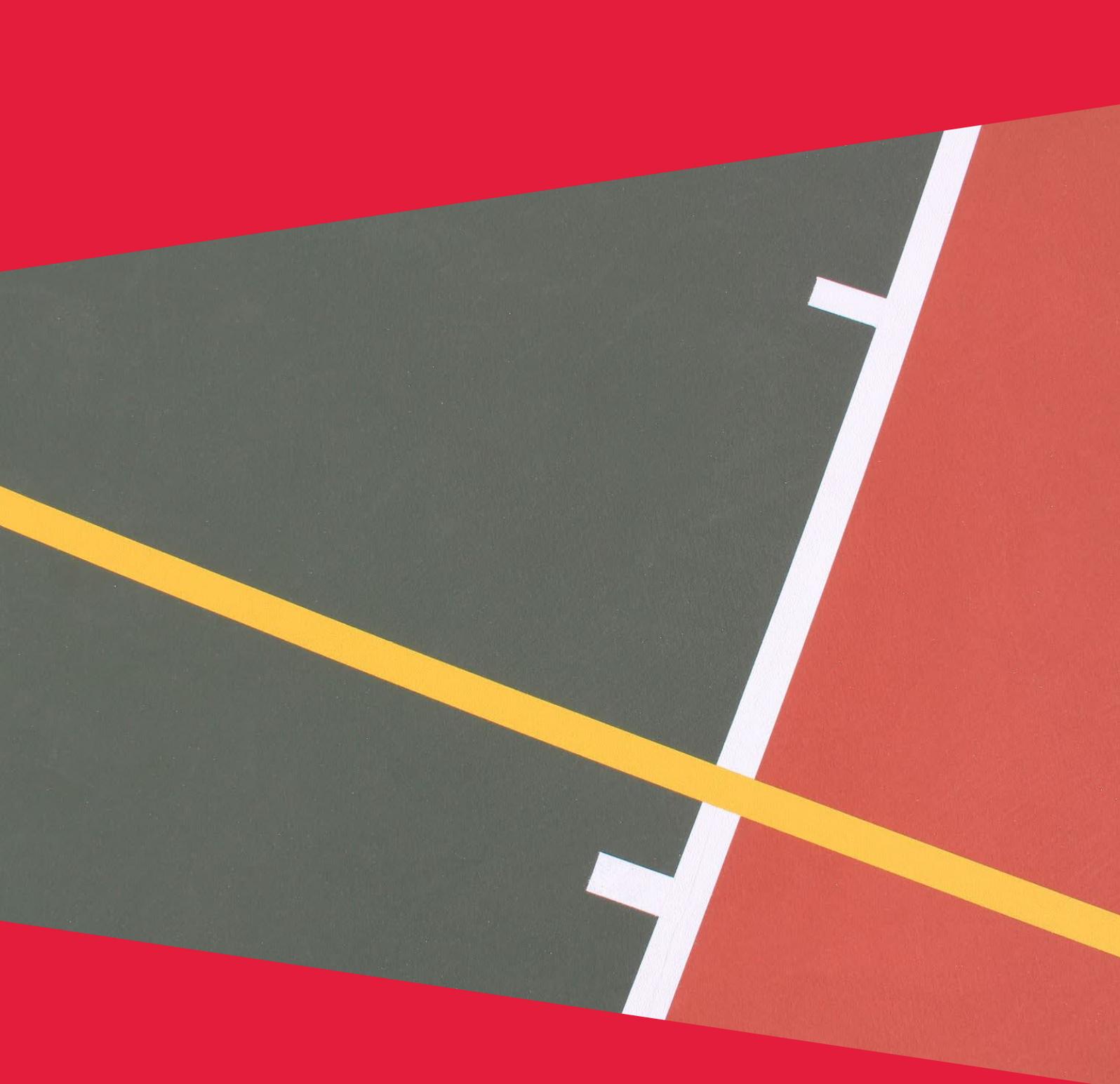
Course Name	NZ3443	NZ3444	CO3691	NZ3445
Demonstrate client care and communication	NT4011	BT4011	BT4011	BT5011
Employ hygiene and sterilisation with health and safety requirements	NT4012	BT4012	BT4012	BT5012
Demonstrate professionalism in a beauty industry context	NT4013	BT4013	BT4013	BT5013
Demonstrate knowledge of items and events related to accidents and emergencies in a beauty industry context	NT4014	BT4014	BT4014	BT5014
Demonstrate knowledge of care of electrical equipment in a beauty industry context	NT4015	BT4015	BT4015	BT5015
Apply professional standards, including health, safety, and hygiene obligations, to advanced beauty services			BT5016	BT5016
Perform pre-treatment consultation tasks...	NT4021	BT4021	BT4021	BT5021
Develop and employ a treatment plan based on pre-treatment consultation tasks	NT4022	BT4022	BT4022	BT5022
Perform post-treatment consultation tasks...	NT4021	BT4023	BT4023	BT5023

Course Name	NZ3443	NZ3444	CO3691	NZ3445
Demonstrate and apply knowledge of contraindications for manicure and pedicure treatments	NT4031	BT4031	BT4031	
Demonstrate and apply knowledge of cosmetic products and tools for manicure and pedicure treatments	NT4032	BT4032	BT4032	
Perform a manicure or pedicure treatment	NT4033	BT4033	BT4033	
Demonstrate and apply knowledge of contraindications for nail augmentation and nail art services	NT4041			
Demonstrate and apply knowledge of cosmetic products and tools for nail augmentation and nail art services	NT4042			
Perform nail augmentation services	NT4043			
Demonstrate and apply knowledge of contraindications for manual facial and skin care services		BT4041	BT4041	
Demonstrate and apply knowledge of contraindications for basic facial electrical treatments		BT4042	BT4042	BT5031
Perform a facial treatment		BT4043	BT4043	
Perform enhancement services to the appearance of eyebrows and eyelashes		BT4044	BT4044	
Perform basic facial electrical treatments		BT4045	BT4045	BT5032
Perform a make-up service		BT4046	BT4046	

Course Name	NZ3443	NZ3444	CO3691	NZ3445
Demonstrate and apply knowledge of cosmetic products for facial and skin care services		BT4047	BT4047	
Demonstrate and apply knowledge of contraindications for advanced beauty electrical treatments and advanced beauty therapy services			BT5033	BT5033
Perform advanced facial electrical treatments and advanced facial beauty therapy services			BT5034	BT5034
Perform nail art services	NT4051			
Demonstrate and apply knowledge of contraindications for hair removal services		BT4051	BT4051	
Demonstrate and apply knowledge of contraindications for advanced hair removal services				BT5041
Demonstrate and apply knowledge of contraindications for body care services		BT4052	BT4052	
Perform waxing treatments		BT4053	BT4053	
Demonstrate and apply knowledge of cosmetic products for manual hair removal body care services		BT4054	BT4054	
Demonstrate and apply knowledge of cosmetic products for body care services				
Perform a Swedish body massage		BT4055	BT4055	
Perform a figure diagnosis		BT4056	BT4056	
Demonstrate basic exercise routines for beauty therapy clients		BT4057	BT4057	

Course Name	NZ3443	NZ3444	CO3691	NZ3445
Perform body wraps and exfoliation treatments		BT4058	BT4058	BT5042
Perform spray tanning services and demonstrate knowledge of tanning services theory		BT4059	BT4059	
Perform advanced body electrical treatments			BT5043	BT5043
Perform a short-wave diathermy electrology treatment		BT4111 (Optional)	BT5051	BT5051
Perform a blend galvanic electrology treatment		BT4112 (Optional)	BT5052	BT5052
Demonstrate knowledge of selected human anatomy and physiology in a nail technology context	NT4061			
Demonstrate knowledge of the anatomy and physiology of the skin...	NT4062	BT4081	BT4081	BT5081
Demonstrate knowledge of the anatomy and physiology of the nail...	NT4063	BT4082	BT4082	BT5082
Demonstrate knowledge of the anatomy and physiology of the hair...	NT4064	BT4083	BT4083	BT5083
Demonstrate knowledge of human anatomy and physiology in a beauty industry context		BT4061	BT4061	BT5061
Demonstrate knowledge of electricity and basic physics in a beauty industry context		BT4062	BT4062	BT5062
Demonstrate and apply knowledge of diseases and disorders of the nail and related to the nail in a nail technology context	NT4071			
Demonstrate and apply knowledge of basic nutrition to provide nutritional advice in a beauty industry context		BT4071	BT4071	BT5091

Course Name	NZ3443	NZ3444	CO3691	NZ3445
Create, monitor and revise nutritional plans for clients in an advanced beauty industry context			BT5092	BT5092
Demonstrate reception skills and services in a beauty industry context	NT4081	BT4091	BT4091	
Demonstrate client sales and transaction services in a beauty industry context	NT4082	BT4092	BT4092	
Demonstrate knowledge about contributing to the operation of a small beauty sector business	NT4091	BT4101	BT4101	BT5071
Design a layout plan for a clinic and create a basic business plan, including costings and resources	NT4092			
Demonstrate knowledge about managing the operation of a small beauty sector business			BT5072	BT5072



Appendix 2: Rules and Regulations

This appendix lists the rules and regulations students are expected to follow during their time studying with us. New versions may be released throughout your time studying with us. A physical copy of the rules and regulations are on the student notice board in the Great Hall.

In This Section

- General Rules and Regulations
 - Arrival and Departure
 - School Uniform Regulations
 - Breaks, Food, Drinks and Forbidden / Restricted Items
 - Personal Belongings
 - With Regards to the School
- Attendance and Absenteeism
 - General Attendance and Absenteeism Issues
 - Medical Absences
 - Bereavement Absences
 - Absenteeism Waymarks
- Assessments and Grades
 - Grade Categories and Calculations
 - Late Assessments (Including Assignments, Projects, Case Studies, and Portfolio Work)
- Disciplinary Issues, Policies and Procedures
 - General Disciplinary Compliance Issues
 - Misrepresentation and Academic Dishonesty
 - Corrective Actions
 - Non-Payment of Outstanding Money
 - Theft and Restricted Items
- Feedback and Complaints
 - Feedback
 - Complaints Procedure
 - Before You Go Through the Complaints Procedure
 - Types of Complaints
 - Types of Investigations
 - Outcome or Resolution
 - If You Are Not Satisfied with the Outcome
 - Complaints Procedure Process Diagram
- Withdrawal and Refunds
 - Withdrawal Policy and Procedure
 - Refund Policy
 - Withdrawal and Refund Procedure Diagram

Rules and Regulations

2024 version 1.0 (Comes into effect 1 January 2024)

In this document:

- "You" means the enrolled ākonga / student; and
- "We" means The National School of Aesthetics / Te Kura Whakaoho ā Roto ā Waho

You can find more information:

- On our Web site, www.nasa.co.nz/; and
- On our Student portal, www.nasa.co.nz/students/; and
- In the Student Handbook, available for download at www.nasa.co.nz/downloads/#student-handbook

1 General Rules and Regulations

1.1 Arrival and Departure

1. Aim to **arrive** for your class:
 - a. No earlier than 30 minutes; and
 - b. No later than 15 minutes:
Before your class is scheduled to start.
2. If you do **arrive late** for class, please be aware:
 - a. We may not allow you into your class.
 - b. We may not allow you to sit your assessment, if scheduled for that day.
 - c. We may give you a fail mark for your missed assessment due to arriving late.
3. You should **not miss class for a personal appointment**, when and where it can be avoided.
 - a. See www.nasa.co.nz/students/during-your-course/absenteeism/ for more information.
4. You should **not leave school during your normal class times** without telling your tutor.
 - a. If you leave without telling your tutor, we may mark you absent for the entire day or period.
 - b. This absenteeism is taken off your non-medical absenteeism.
5. We provide **each lesson at least once**. While we may try to assist you in catching up, we are under no obligation to repeat the lesson or make-up that lesson you have missed.
6. You **must** use the **visitors' log system** on the tablet on reception when:
 - a. You are **not** attending class but you are on campus, even for a short visit.
 - b. You have a person or people with you as guests, visitors, models, or clients (you must sign them each into the system; you do not need to sign in yourself if your attendance is recorded on the roll call).
 - c. This system is in place so we or any emergency responder can determine who is in the building if there is a natural disaster, fire, accident, or other event and possibly rescue or account for everyone.

1.2 School Uniform Regulations

1. You must wear your **regulation uniform** without variations unless approved by the principal. Every day you attend class, you must wear:
 - a. Regulation tunic or shirt.
 - b. Plain black business dress slacks with normal to boot / slightly flared cut. They **must not be**:
 - i. Tight-fitting or extremely flared slacks
 - ii. Jeans leggings or haram pants
 - iii. Any length other than full length (e.g., 3/4 or 7/8 pants)
 - c. Plain black dress shoes with flat-soles, closed-toes and closed-heels.
 - i. They **must** be slip-on, soft-soled, and made of sturdy leather.
 - ii. They **must not be** fabric shoes and **must not have** laces or high heels.
 - d. Plain black dress socks or black / neutral / mid-tan knee-high pantyhose.
2. You have the option of wearing a plain black button-up **cardigan**, subject to approval by the principal.
3. You must be **neatly presented** at all times.
 - a. Keep your uniform ironed, tidy and clean.
 - b. Keep your shoes clean.
 - c. Ensure you do not wear jewellery. (Exceptions are listed below).
4. The **jewellery** you can wear is limited to a wedding band.
 - a. You should not wear other rings, bracelets, bangles, necklaces, watches or other jewellery.
 - b. These restrictions are for health, safety and hygiene reasons.
 - c. We bear no responsibility if you or your client are injured, tattooed, disfigured or otherwise injured as a result of non-compliance with this rule.
 - d. There can be exceptions and exemptions to this rule due to legitimate reasons. See point number 8 in this section.
5. The **piercings** you can wear are restricted or forbidden, dependent on your programme.
 - a. All students are allowed to wear 1 pair of small ear studs (1 stud in each ear) that can be easily removed before and during treatments, if required.
 - i. This pair can be in the lobe or top of the ear.
 - b. All students should **not** wear "dangly" earrings or earrings larger than small ear studs.
 - c. If you are enrolled in any programme **other** than the New Zealand Certificate in Nail Technology:
 - i. Nose piercings, facial piercings, belly-button piercings, et cetera, must be removed or covered (situation dependent) while in uniform (or when acting as a client) before, during, and after class for health and safety reasons.
 - d. If you are enrolled in the New Zealand Certificate in Nail Technology:
 - i. Nose piercings, facial piercings, belly-button piercings, et cetera, may be allowed if they are discreet and must be able to be kept clean for health and safety reasons.
 - ii. These piercings will need to be approved on a case-by-case basis, and visible piercings which are not discreet may need to have sleepers installed instead.
6. Your **hair** must be kept within regulation guidelines to prevent it interfering with your work (for health, safety and hygiene reasons).
 - a. Your hair should not fall forward when you are working on a client.
 - b. Long hair should be tied back or held back with a plain, appropriate hair tie or other hair accessory.
 - c. Long bangs or fringes should be secured so they do not interfere with your eyesight.

7. Your **nails** should be clean and short (for health, safety and hygiene reasons).
 - a. If you are enrolled in any programme **other** than the New Zealand Certificate in Nail Technology:
 - i. You should not wear nail polish to school; and
 - ii. You should not have false nails.
 - b. If you are enrolled in the New Zealand Certificate in Nail Technology:
 - i. You may be allowed to wear nail polish to school; and
 - ii. You may be allowed to wear false nails.
 - iii. Your tutor will let you know when this is or is not acceptable.
8. We may allow **exceptions** to some of these rules or variations to the uniform requirements for students in certain programmes or for students with certain legitimate cultural or religious requirements, e.g., hei-tiki.
 - a. The principal or their delegated person (e.g., tutor) will approve these on a case-by-case basis.

1.3 Breaks, Food, Drinks and Forbidden / Restricted Items

1. We will notify you of any **breaks** during your school day.
 - a. Breaks generally run 10 to 15 minutes long.
 - b. We will tell you when to return to class; do not return to the classroom during breaks unless a tutor instructs you otherwise.
2. **Food and drinks:**
 - a. Are only allowed in designated break rooms.
 - b. Are not allowed to be consumed in reception, common, areas or classrooms. (Drinks in cups should not be carried outside to drink.)
 - c. Should not emit lingering or unpleasant odours.
 - d. Should be thrown *empty* into an appropriate garbage receptacle when you are finished with them.
3. You cannot bring or use **illegal drugs, alcohol, knives, weapons or firearms** on or near campus.
 - a. If you break this rule, you may face disciplinary actions or police intervention.
 - b. We will sometimes allow wine or other light alcohol on special occasions; a director or senior staff member will okay this.
4. If you **smoke or vape**, and you wish to smoke or vape, you must do this off of the school property / grounds.
 - a. No smoking or vaping is allowed within 100 meters of the school.
 - b. Dispose of any cigarette butts and other litter in a thoughtful and ecologically friendly way.
5. Your **cellular phone and any other devices transmitting on the cellular network** must be **turned off** or **put in flight (non-transmitting) mode** while inside the building.
 - a. Do not take your cellular phone into class. The tutor reserves the right to confiscate your cell phone if you disobey this rule. (In extreme circumstances, the principal may authorise phones in class.)
 - b. Transmitting devices can interfere with our equipment and cause injury or death to a student(s) and / or client(s) receiving treatment.
 - c. If your phone is on and transmitting, and we become aware of this, we reserve the right to ask you to leave class to comply with this rule.
 - d. If you need to use your cellular phone or other device transmitting on the cellular network, you should do so outside the building.
 - e. We bear no responsibility if your cellular-transmitting phone or device causes injury, disfigurement or worse to a student, staff member, client, and / or member of the public.

1.4 Personal Belongings

1. Do not bring **your valuables** to school.
 - a. We bear no responsibility for loss, theft or damage to your valuables if you bring them to school.

2. Do not take **jackets, coats, handbags, purses, carrying cases or other non-school items** into class.
 - a. We supply coat racks and hangers for jackets and coats, and storage areas for bags.
3. You should bring all your **school-related books and supplies** to class every day unless instructed otherwise by the principal or senior staff member.
4. We supply storage areas for **your bags**.
 - a. Use only one cubbyhole per person.
 - b. Do not leave items at school overnight.
 - c. We will:
 - i. place any items left behind in the lost and found area
 - ii. hold any valuable items left behind in one of our offices for three (3) months or until the items are claimed, whichever comes first.

1.5 With Regards to the School

1. After you are finished using the premises, we require you to **return them to a clean, usable state** in the best possible condition.
 - a. You may need to vacuum, dust, clean, empty rubbish or perform other duties.
 - b. If you have moved furniture (like chairs), you need to place it back in its correct place.
 - c. You may need to clean up any litter on the floor and mess on any tables in the Great Hall.
 - d. Rubbish bins must be emptied into the skip outside the building, **not** into other rubbish bins inside.
 - e. This includes areas such as the dispensary, Great Hall, changing room, main corridor, and other areas.
2. Although you are paying to attend the school, you should **treat our equipment with the utmost care and respect**.
 - a. We may ask any student or person found to be abusing, mistreating, breaking or rough-handling equipment to pay for repairs or replacement.
3. If we receive a **telephone call or message for you**, we will try to pass it on to you, but we bear no responsibility if you do not receive it.
4. You must clear brining **visitors to school** with either the principal or a senior staff member.
 - a. All visitors **must** sign in using the visitors' register on the tablet in reception when they arrive.
 - b. Each visitor must sign in whether they are in the building for 1 minute or 1 day.
5. You must report **breakages, damage, spills, injuries, and malfunctions** to your tutor or a senior staff member immediately.
6. If you ride a **bicycle** to school, please speak to our Student Liaison Officer on where we can store the bike.
 - a. You may need to leave the bicycle outside the front door near the handicap carpark space.
7. You should **arrive and leave the premises quietly**.
 - a. Please do not yell, run, jump, or perform other actions that may disturb those of us working in the building or our neighbours in our area.
8. You should **conduct yourself professionally and ethically** every time you are in your school uniform, whether you are on campus or out in public.
 - a. You not only act as our ambassador but also represent our graduates and your classmates.
9. Our **behavioural guidelines** are listed in the Student Handbook and on our Web site at www.nasa.co.nz/students/during-your-course/behavioural-guidelines/

2 Attendance and Absenteeism

You can find additional information about **attendance** and **absenteeism** in our Student Handbook or on our Web site:

- Attendance: www.nasa.co.nz/students/assessments/attendance/
- Absenteeism: www.nasa.co.nz/students/during-your-course/absenteeism/

2.1 General Attendance and Absenteeism

1. You have paid us to provide you with **lessons and assessments**, and we have laid out these lessons in daily, term, and programme-long timetables. If you are absent due to reasons other than documented medical illness, documented bereavement or other extenuating circumstances, we will have supplied the lesson(s) as per our end of our contact with you.
2. We and our governing bodies require you **attend a minimum number of hours** during your training with us. See section 2.5 – Absenteeism Waymarks – for further information.
3. You must **report absenteeism** each day you are away.
 - a. Report your absenteeism at least 15 minutes prior to your class starting time.
 - b. Leave a message with the person answering the phone, via voice mail or by text to the school cell phone. (Leave your full name and class number.)
 - c. If you are going to be away for more than one day in a row, and you know how long you are going to be away from class, you can gain clearance using the Application for Planned Absence Form (if planned) or by telling the Student Liaison Officer (unplanned, i.e. illness) to report your absence once in that period of time.
 - i. Example: If you know you are going to be away for 3 days, you can tell us this and, if we approve it, you only have to report it once.
 - d. If you do not report in absent for a day you have an assignment due or you are scheduled to sit an assessment, we may give you a zero (0) or fail mark, regardless of if you supply a medical certificate.
 - i. We reserve the right to waive this in extreme cases.
 - e. If you do not report in absent, do not reply to us and do not attend class for three (3) consecutive class days, we may contact your next-of-kin to check-in on your health, safety and well-being.
 - f. If you do not report in absent, do not reply to us and do not attend class for five (5) consecutive class days, we are legally required to report you to StudyLink and / or other government agencies as not meeting programme requirements (where you are funded through StudyLink and / or other government agencies).
 - i. StudyLink may freeze or ask for immediate repayment of your student loan and / or allowance.
 - ii. Getting your funding reinstated can be quite difficult, so we highly suggest you keep the lines of communication open with us and you are honest with us about your situation and intentions.
4. If you are **approaching** or have **exceed the maximum hours** off allowed for your programme, we may consider this a serious breach of the rules and regulations, and we may make you take corrective actions as a result.
 - a. We may issue written or verbal warnings.
 - b. We may bar you from sitting some or all of your qualifying school examinations and / or your international qualifying examinations (without refund) and / or leave the programme (without refund).
 - c. There may be limited to no opportunities for you to make-up lost time.
 - d. We do not consider arriving early before class or staying behind after class as making-up lost time.
 - e. We approach this matter on a case-by-case basis.
5. You must use the Application for Planned Absence form for all **planned absences**, and you must submit the form to the principal.
 - a. The absence is only approved when the principal signs it off.
 - b. The absence may be taken off your absenteeism allowance.
 - c. Our approval of your absence does not indicate we are counting you as present while you are away.

2.2 Medical Absences

1. If you are absent for **medical reasons**, you must substantiate this with a valid medical certificate or similar written document from your GP or medical professional for it to count against your excused absences (up to a certain amount).
 - a. A practicing doctor or medical professional can issue a valid medical certificate, which must state:
 - i. The doctor has seen you, examined you, or been reported to by you; and
 - ii. The date of examination or consultation; and
 - iii. In the doctor's opinion, you are unable to attend work or course; and
 - iv. The day(s) the medical certificate covers; and
 - v. The recuperation time (if any); and
 - vi. The date you can return in the doctor's professional opinion.
 - b. You need to supply your medical certificate or other evidence to the **Student Liaison Officer** within seven (7) days of returning from that absence.
 - i. Do **not** give the document to a tutor.
 - c. You need to check with the principal about which classes or subjects you missed during your absence and actively see out ways to ensure you catch up / are up-to-speed.
 - d. Our senior management may consider your medical certificates and / or leave up to and above your maximum time allowed off on a case-by-case basis.
 - e. Regardless of how many medical certificates and hours you have off, our governing bodies and we require you to meet a minimum number of training hours before you are eligible to sit your qualifying examinations and / or gain your certification.

2.3 Bereavement Absences

1. We separate out **bereavement leave** from your absenteeism allowance, but there are limits to how much time you can have off. The Holidays Act 2003 and its subsequent amendments states:
 - a. You can miss three (3) days maximum for bereavement if your relationship with the deceased is one of the following:
 - i. Spouse or partner
 - ii. Parent
 - iii. Sibling (brother or sister)
 - iv. Child (including the miscarriage or stillbirth of your child)
 - v. Grandparent
 - vi. Grandchild
 - vii. Spouse's parent
 - b. If your relationship with the deceased is **not** one of the above, you must discuss having time off with the Student Liaison Officer **before** you take the leave.
 - i. If approved, the Act allows you to have one (1) day off.
 - ii. The Act encourages us to consider certain things in relation to approving bereavement leave.
 - iii. We do approach this on a case-by-case basis though.
 - c. We require **evidence** of bereavement to grant you bereavement leave. You can prove this by submitting:
 - i. An obituary from the newspaper with a short note from you outlining your relationship with the deceased; or
 - ii. The programme from the funeral with a short note from you outlining your relationship with the deceased; or
 - iii. Another means of proof or evidence we outline to you.
 - d. If you do not provide evidence of a legitimate bereavement and / or if you exceed the time allowed in the Act, we may count the time off or additional time off against your normal absenteeism allowance.

2.4 Absenteeism Waymarks

This structured policy clarifies the actions we will take when a student reaches the **hours of absenteeism** listed in the column for the programme they are studying.

Beauty Cert and Dip (starting in <u>February</u>)		Beauty Cert and Dip (starting in <u>July</u>)		Nails	Waymark
First 12 months	Last 6 months	First 6 months	Last 12 months		
32	12	12	32	11	First warning Approaching general absenteeism limit
36	16	16	36	16.5	Second warning Approaching general absenteeism limit
40	20	20	40	22	Final warning Standing at general absenteeism limit Meeting to discuss
Requires medical certificate or excused absence from this point forward					
72	32	32	72	33	First final warning Approaching documented excused absenteeism limit
76	36	36	76	38.5	Second final warning Approaching documented excused absenteeism limit
80	40	40	80	44	Third and final warning letter Final limit No more absenteeism allowed Meeting to discuss
80+	40+	40+	80+	44+	Unable to qualify Failed the programme Options are – can stay on and not qualify; or withdraw

3 Assessments and Grades

You can find additional information on **assessments and grades** in the Student Handbook or in the Assessments section of our Web site here: www.nasa.co.nz/students/assessments/

3.1 Grade Categories and Calculations

1. You will need to be at or under the **maximum hours allowed off** to pass your programme. See 2.5 for further details on the maximum absenteeism hours allowed for your programme.
2. We calculate your **final grade** in the following way:

Assessment Type	Final Grade %	Minimum Pass %
Attendance	You must meet the minimum required hours to pass.	
Assessments	100%	60%

3. All assessments are compulsory, so you **must complete all assessments** to pass the programme.
4. All projects must have a **NaSA Assignment Cover Sheet** completed and submitted with them.
5. If you **miss an assessment** for a **legitimate documented reason** (e.g., illness, bereavement), your missed assessment does not count as an attempt at that assessment.
 - a. You must have reported your absenteeism as per 2.1.3.
 - b. You must have supplied a legitimate documented reason (as per 2.2.1 or 2.3.1) for your absenteeism from the initial assessment.
 - c. You must sit your missed assessment at the next available opportunity. You may be taken out of class to do this.
 - d. If your assessment is one that needs to be handed in (e.g., project), this is due the first day you come back from your absence.
6. If you **fail an assessment**, you will need to resit the assessment and pass it to pass your programme.
 - a. You are entitled to one (1) resit opportunity per assessment where a reasonable attempt has been made on the first try of the assessment.
 - b. The maximum mark you can achieve on the resit is the minimum pass mark of 60%.
 - c. You must have made a legitimate attempt to sit and pass your assessment on the first try (e.g., answered all the questions in a theory assessment).
 - d. You must sit your failed assessment at the next available opportunity. You may be taken out of class to do this.
 - e. If you do not pass your assessment on your second attempt, we may consider another assessment attempt for you; however, you may need to pay a fee for resitting any assessment beyond the second attempt.

3.2 Late Assessments (including Assignments, Projects, Case Studies, and Portfolio Work)

In this instance, assessments refer to:

- Assignments
 - Projects
 - Case studies
 - Portfolio work
1. As per rule 3.1.3, all assessments are compulsory, so you **must complete all assessments** to pass the programme.
 2. If you need **an extension**, you must apply for the extension five (5) days or more prior to the due date.
 - a. You **must** make the request for an extension **directly to the assessor via email**.
 - b. There must be extenuating circumstances for us to consider an extension.
 - c. The assessor will deal with extension requests on a case-by-case basis and has the right to seek input from other members of our team to come to a decision.
 3. As per rule 3.1.6, if you **fail the assessment** on the first attempt (this includes not handling the assessment in), you must resubmit your assessment to a passing standard on or before the due date assigned by the assessor.

4 Disciplinary Issues, Policies and Procedures

You can find additional information on **disciplinary procedures** and **behavioural guidelines** in the Student Handbook or on our Web site here: www.nasa.co.nz/students/during-your-course/behavioural-guidelines/

4.1 General Disciplinary Compliance Issues

1. We will attempt to inform you of your **non-compliance** with our rules, regulations, policies and / or procedures.
 - a. Initially, we may advise you how to correct the non-compliance.
 - i. Non-compliances can lower your assessment grades.
 - b. If you are still non-compliant, we may advise you of your non-compliance again. This may be a verbal or written warning.
 - c. If you are still non-compliant after 3 warnings, we may take further action such as suspending or expelling you.
2. If you demonstrate **seriously disruptive or threatening behaviour**, we reserve the right to:
 - a. Suspend you while an investigation is conducted; and / or
 - b. Expel you without a refund when the evidence against you is clear and / or triangulated.
3. If you have a student loan and / or student allowance, **StudyLink requires us to notify them if you are no longer meeting programme requirements**. They may then revoke access to or freeze your student loan and / or student allowance until you start meeting programme requirements again.

4.2 Misrepresentation and Academic Dishonesty

1. If you have seriously and / or knowingly **misrepresented** yourself in your application and / or your enrolment and / or your assessment(s), we reserve the right to terminate your application and / or your enrolment (expulsion) without refund.
2. **Serious misrepresentation**, in our opinion, includes (but is not limited to):
 - a. Withholding information about a serious medical condition; or
 - b. Withholding information about a learning condition; or
 - c. Providing us with information you know is not true; or
 - d. Forging documents and / or signatures; or
 - e. Cheating, colluding, falsifying, and / or plagiarising; or
 - f. Any combination of the above; and / or
 - g. Any additional areas we consider as misrepresentation.
3. See the **Academic Integrity** policies and procedures for more information on cheating, colluding, falsifying and plagiarising, and our responses to these actions, in the Student Handbook or on our Web site at www.nasa.co.nz/students/during-your-course/academic-integrity/
4. **Students who are caught cheating, colluding, falsifying and / or plagiarising** will gain a fail mark for that assessment, face disciplinary action, may suspend you while an investigation is conducted and / or may be expelled without refund.
 - a. We may be required to notify the New Zealand Qualifications Authority about this serious breach. They may take further action or take the matter to the relevant authorities.

4.3 Corrective Actions

1. If you are **not meeting programme requirements**, we may ask you to undertake a student action plan.
 - a. A student action plan outlines any corrective (to correct non-compliant behaviour) and / or preventative (to prevent non-compliant behaviour) measures you must undertake.
 - b. You may need to sign this action plan to indicate you will comply with it.
2. If you **do not comply with your student action plan** and / or do not take steps to rectify the non-compliance, we may:
 - a. Attempt to enforce the original action plan through disciplinary procedures; or
 - b. Renegotiate another action plan; or
 - c. Guide you to receive help or assistance from an external agency or agencies; or
 - d. Ask you to meet with senior management; or
 - e. Take no further responsibility for your non-compliance (at the risk of you failing the programme); or
 - f. Use a combination of the above measures; and / or
 - g. Use other corrective, preventative and / or non-compliance measures.
3. See **student action plans** in the Student Handbook or on our Web site for further information here:
www.nasa.co.nz/students/during-your-course/behavioural-guidelines/#student-action-plans

4.4 Non-Payment of Outstanding Invoices or Debts

1. If your programme fees, extra expenses or any other invoices or debts becomes **overdue**, we reserve the right to suspend you from attending classes until you pay the outstanding debt.
 - a. We reserve the right to waive suspension in extreme cases.
2. If your overdue programme fees, extra expenses, or any other invoices or debts remain **owing or outstanding / unpaid**, we reserve the right to pass this debt on to a debt collector.
 - a. You will responsible for any additional charges or fees the debt collector adds.
 - b. We will inform you of this in writing.
 - c. Interest may be charged at a rate identified by the debt collector.

4.5 Theft and Restricted Items

1. In the unlikely event where we **suspect you have stolen our property or stolen property we rent or lease or brought restricted items on our campus or grounds**, we reserve the right to contact the authorities (Police, et cetera) to intervene.
 - a. If you have stolen another student's property, and the Police or other authorities are contacted, we will co-operate in any investigation as best as we can.
2. If you are **caught stealing or bringing restricted items on our campus or grounds** with sufficient evidence to support this, we may suspend you or expel you from your programme without a refund.

5 Feedback and Complaints

Please see www.nasa.co.nz/complaints/ for the most current version of **Feedback and Complaints** procedures.

We use the following terms in this section:

- “You” means the person with feedback or a complaint; and
- “We” means “The National School of Aesthetics”; and
- “In writing” is defined as:
 - A signed and dated letter where the signature matches the signature on file (where available) or on ID
 - An email from an email address that matches the email address on file
 - *Please note: You need to make sure your written complaint goes to the correct person. For example, the Student Liaison Officer should not receive a written complaint about a tutor or the Principal as the Student Liaison officer is a) not in the education team and b) neither a tutor’s or the Principal’s superior. This is your responsibility.*

Feedback

Feedback helps us improve what we offer and how we offer it. Your feedback can be helpful to us, your fellow ākonga / students, and future ākonga / students too.

Feedback is different from a complaint because feedback can be less formal in nature and can usually add value or produce positive discussions around how to improve the experience for both us and our ākonga / students.

Our team is small, and we operate in certain ways, bound by previous or current regulations set on us by both New Zealand based and internationally based governing bodies. Sometimes, though, these regulations are no longer valid or current but have somehow become embedded in our organisation and may need us to look at them with a critical lens.

Our student body is made up of ākonga / students from a wide range of experiences, and sometimes those experiences have been extremely positive. If you feel your positive experience could help us improve the way we do things, we are more than happy to hear about it.

If you have feedback you’d like to give, feel free to:

- Come see one of us in at a quiet time to have a chat about it. (Please make an appointment first to ensure we are free and can devote your attention to you.) Please ensure you see the person responsible for what you’re giving feedback on.
- Flick us an email with your ideas.
- Text us or call us and have a conversation around it.
- Discuss it with the student council member for your class to bring up at the next student council meeting

We also seek out feedback through:

- Programme evaluations (usually mid-year and end-of-year)
- Employment surveys
- Student council meetings
- Direct discussions with students on particular matters

In contrast, a complaint usually:

- Comes from a person without prompting; and
- Seeks to correct a specific perceived wrong or voices dissatisfaction with a specific person or event.

If you have a complaint, please see the Complaints Procedure.

Complaints Procedure

Before You Go Through the Complaints Procedure

- If you feel safe in doing so, write or explain to the person that you are unhappy with their behaviour.
 - Many complaints can be resolved easily by merely talking with the person or people involved.
 - Remember to use "I" statements, e.g. "I feel I am unfairly targeted in class." Using "I" statements helps people be more responsive to criticism and complaints that way, and therefore it can make things easier to solve.
- If you do not feel safe or do not feel the matter is resolved, proceed to make a complaint.

Your class's student council member may be able to help by bringing up certain issues at their quarterly student council meeting. Subjects that they can discuss are:

- The health and well-being of the overall ākonga / student population (in accordance with the Privacy Act 2020 and its subsequent amendments)
- Timetabling
- Assessments (not the results or experiences of an individual ākonga / student but overall class or student results or experiences)
- Facilities
- Health and safety concerns
- Lesson delivery

Complaints should be made as close to the time of the event as possible to ensure the evidence you and we gather is fresh.

- We accept no liability or responsibility for complaints not made through the complaints procedure or complaints made after one month after:
 - You have completed your programme; or
 - The scheduled finishing date of the programme; or
 - You have withdrawn from the programme: whichever comes first for you.

Types of Complaints

Complaint or Dispute about an Academic Matter

If you have a complaint about an academic matter, please see the procedures below to see how to progress. These procedures vary depending on whether your dispute or complaint is informal or formal.

Examples of complaints or disputes about academic matters:

- You feel your grade does not reflect the true nature of your performance during an assessment.
- You feel you were somehow disadvantaged during the assessment and would like that taken into consideration.
- You feel your answer on a written test was correct even though another answer was given as the correct answer.

Informal Complaint or Dispute about an Academic Matter

If you have an informal complaint or dispute about an academic matter, you should:

4. See the tutor responsible or the Principal and arrange a time and date to meet to discuss the matter.
5. Meet with the tutor responsible or the Principal at the time and date arranged to discuss your complaint or dispute
 - a. You may wish to write or outline your complaint or dispute down prior to the meeting. This will help you focus your thoughts on the matter and help us understand it better.
6. See the "Types of Investigations" section for the next part of the process.

We envisage most complaints and disputes about academic matters can be resolved at this stage.

Formal Complaint or Dispute about an Academic Matter

If you have a formal complaint or dispute about an academic matter, you should:

5. Put that complaint in writing.
 - a. It cannot be anonymous because we may need to check back with you on any areas we are unsure about. (We will attempt to maintain your privacy.)
 - b. It cannot be verbal due to the serious nature of the complaint.
 - c. You should ensure the complaint contains all relevant information. Once we receive the complaint, you cannot expand or enlarge it. This helps us focus on the matter(s) at hand in the complaint.
6. Ensure you have evidence or examples to back-up your claims.
7. Give that complaint to the Principal.
8. See the "Types of Investigations" section for the next part of the process.

If the matter is something that can be resolved informally, we will suggest that solution first and foremost.

Complaint about a Team Member

If you have a complaint about a team member, you must:

5. Put that complaint in writing.
 - a. It cannot be anonymous because we may need to check back with you on any areas we are unsure about. (We will attempt to maintain your privacy.)
 - b. It cannot be verbal due to the serious nature of the complaint.
6. Ensure you have evidence or examples to back-up your claims.
7. Give that complaint to the person in charge of that team member.
 - a. Complaint about a beauty therapy tutor? Submit to the principal.
 - b. Complaint about a nail technology tutor? Submit to the principal.
 - c. Complaint about an ops team member? Submit to the CEO.
 - d. Complaint about a director? Submit to another director or the CEO.
8. See the "Types of Investigations" section for the next part of the process.

If the matter is something that can be resolved by you and the team member speaking about it face-to-face, we will suggest that solution first and foremost.

Complaint about an Informal Matter

If you have a complaint about an informal matter, you should:

3. Speak with your tutor, the Principal or Ops team member to see how it can be resolved.
 - a. Please make sure it is a team member who can help you best.
4. See the "Types of Investigations" section for the next part of the process.

Examples of complaints about an informal matter include:

- Every time you use a certain sink, it seems to be clogged.
- Another ākongā / student keeps leaving her bag on the Great Hall floor instead of in a cubby hole.
- Two ākongā / students in your class keep pairing up together, not allowing others to work on them.

Most complaints should fall under this category.

Complaint about a Serious Matter

If you have a complaint about a serious matter, you should:

5. Put that complaint in writing.
 - a. It cannot be anonymous because we may need to check back with you on any areas we are unsure about. (We will attempt to maintain your privacy.)
 - b. It cannot be verbal due to the serious nature of the complaint.
6. Ensure you have evidence or examples to back-up your claims.
7. Give that complaint to the Principal or a member of senior management.
8. See the "Types of Investigations" section for the next part of the process.

Examples of complaints of a serious matter include:

- A classmate of yours has bullied or harassed you or a classmate in a sustained way. (Example: You've spoken with the classmate, and no resolution has come from that.)
- You feel a part of the building is unsafe, and previous conversations have not led to an definitive outcome.
- You feel a specific rule, regulation, policy or procedure is having, or has had, an adverse effect on your time studying with us (within reason).

If the complaint is about alleged criminal activity, we may pass that complaint on to the New Zealand Police or appropriate authorities.

If You Feel We Are Failing to Meet the Outcomes or Requirements of the Tertiary and International Learners Code of Practice

If you feel we are failing to meet the outcomes or requirements of the Tertiary and International Learners Code of Practice, you should follow the Complaints Procedure under "Complaint about a Serious Matter" through to the resolution or clarification.

Types of Investigations

We look into the matter and explore options to resolve the issue(s), if required.

Where the complaint is informal and can be easily resolved at the time, we may skip the investigation stage and come to an outcome or resolution.

- If your complaint is informal and can be easily resolved at the time, see the "Outcome or Resolution" section for the next part of the process.

Informal Investigation

If we feel the complaint would be best resolved by meeting face-to-face and discussing the issue(s) raised, we will set up a meeting between the parties and try to talk out a resolution.

- See the "Outcome or Resolution" section for the next part of the process.

No Action

Sometimes, we might be unable to take any action on the complaint. This may happen when:

- We cannot substantiate the complaint (we cannot find any matching evidence to confirm the complaint).
- The complaint does not meet our policy thresholds.
- The complaint is about something outside of the school we have no control over.
- See the "Outcome or Resolution" section for the next part of the process.

Formal Investigation

If we feel the complaint is serious, we should:

- Investigate the complaint and its allegations.
- Act in line with our established policies and procedures if the complaint is found to be valid.
- See the "Outcome or Resolution" section for the next part of the process.

Outcome or Resolution

We should notify all parties with the outcome(s) or resolution(s) to the matter. This can be as simple as verbally confirming the outcome where the complaint is informal or a written letter, e-mail, or report if the complaint is complex or formal.

- If you are not satisfied with the outcome or resolution proposed, see the “If You Are Not Satisfied with the Outcome” section for further actions you may take.

Please note that formal complaints will be recorded, and information on those complaints will be compiled in an annual report. The annual report should be published on our Web site. People and organisations who will be able to see this report include, but are not limited to:

- Management and potentially our team members
- Ākonga / Students via our Web site
- Other stakeholders, when and where required
- The Code administrator

We also may seek:

- Your experience with the complaints procedure
- Your experience with the outcome of your complaint

If You Are Not Satisfied with the Outcome

You have a process to follow if you are not satisfied with the outcome.

4. You can ask for a reconsideration if you have further evidence that could support your complaint or you feel could change the outcome of your complaint.
 - a. If your complaint was informal, you can escalate this by making it a formal complaint (in writing) to the appropriate team member.
 - b. If your complaint was formal, please submit further evidence in writing.
 - c. This basically follows the same process as established in this procedure.
 - d. Reconsiderations should only be undertaken where the process appears not to be followed or the decision appears to be contrary to or unsupported by the evidence.
5. If you feel reconsideration does not work, you can then:
 - a. Ask (in writing) for arbitration or apply for arbitration through an external agency.
 - i. Please note that there may be a charge for these services that you will need to pay in part or in full before proceeding (e.g., Disputes Tribunal fee).

Type of Dispute	Arbitration Agency	Agency Contact Details
<ul style="list-style-type: none"> • Financial dispute • Contractual dispute 	<i>For ākonga a Aotearoa / domestic students:</i> Tertiary Education Learner Dispute Resolution	www.tedr.org.nz 0800 00 8337 contact@tedr.org.nz
	<i>For international students:</i> iStudent Complaints	www.istudent.org.nz 0800 00 66 75 complaints@istudent.org.nz
<ul style="list-style-type: none"> • Discrimination • Harassment due to sex or race • Victimisation 	Human Rights Commission	tikatangata.org.nz 0800 496 877 infoline@hrc.co.nz
<ul style="list-style-type: none"> • Other matters 	Our arbitrator	Contact us for details
	Disputes Tribunal	www.disputestribunal.govt.nz 0800 268 787

- b. Submit information to the arbitrator.
 - c. Work with the arbitrator and us to hopefully resolve the complaint.
6. If both reconsideration and arbitration do not work for you, you can then go to the appropriate division at the New Zealand Qualification Authority (NZQA) with your complaint.
 - a. NZQA may concern itself with unresolved academic complaints which have been submitted in accordance with our complaints procedure.
 - b. All available options under the complaints procedure should be exhausted before an ākonga / student approaches NZQA.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.

3. Download the Complaint Form from their Web site (www2.nzqa.govt.nz/assets/About-us/Contact-us/Formal-complaint-form-Sept-2022.pdf)
4. Send your completed Complaint Form, along with any supporting evidence, to:

Risk Management
Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Or

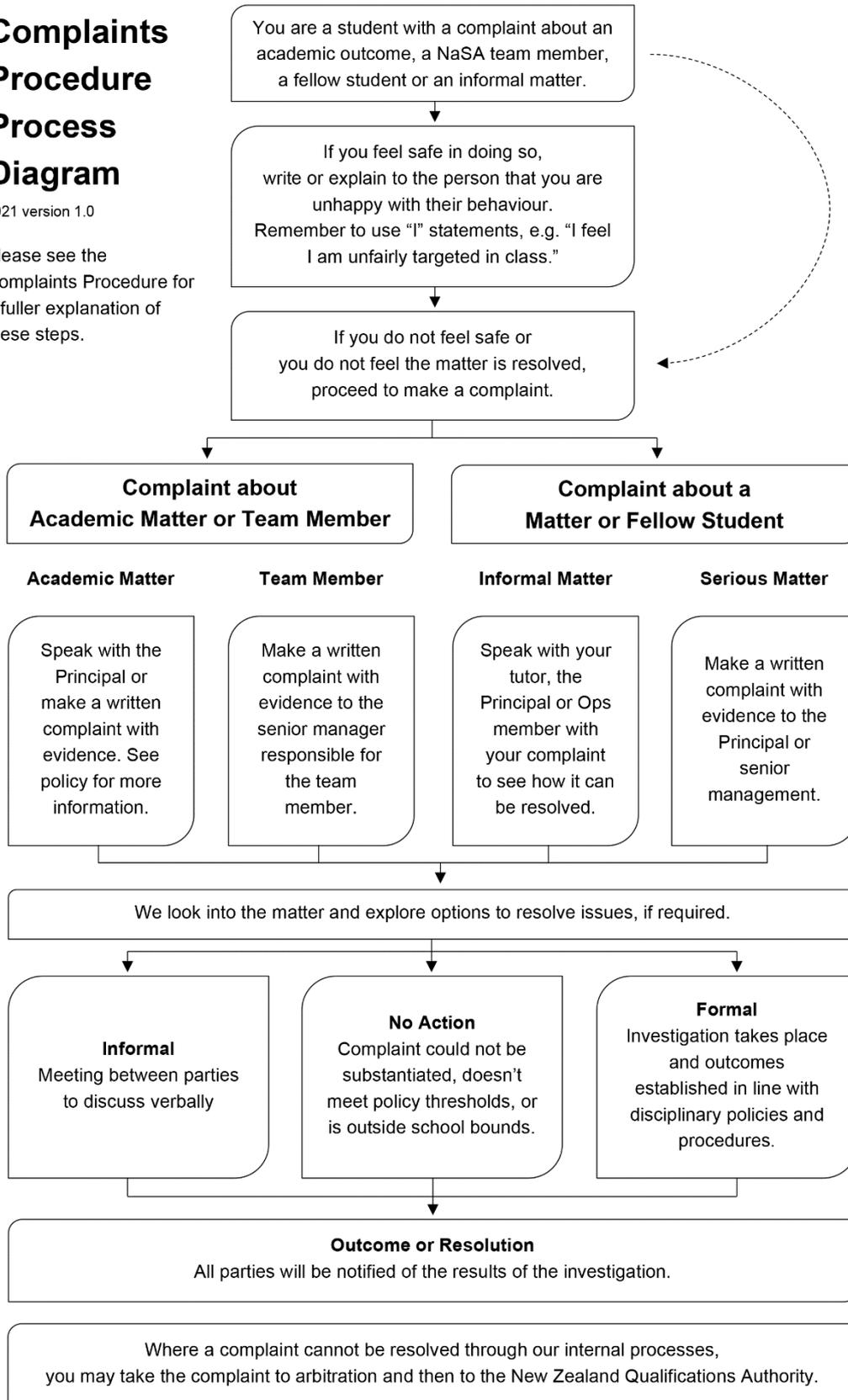
Email a scan of your completed form, along with scans of any supporting evidence, to risk@nzqa.govt.nz

If you need more information on the NZQA part of the complaints process, contact NZQA on 0800 697 296 or visit www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/ on their Web site.

Complaints Procedure Process Diagram

2021 version 1.0

Please see the Complaints Procedure for a fuller explanation of these steps.



6 Withdrawal and Refunds

Please see www.nasa.co.nz/withdraw/ for the most current version of **Withdrawal** and **Refund** procedures.

- If you want to withdraw your enrolment from your course, you are legally required to complete the Withdrawal Form.
- You must download the Withdrawal Form from the Withdrawal page on our Web site: www.nasa.co.nz/withdraw/
- We strongly suggest you speak to the Student Liaison Officer first to discuss any issues you may be having before you withdraw.

Withdrawal Policy and Procedure

You are considered enrolled, whether you are attending class or not, until you correctly complete **withdrawal**. Your withdrawal date is the day we receive your full withdrawal (as listed below).

Your Withdrawal

Completing Your Withdrawal

In order to withdraw from your programme, you are required to submit:

Your completed Withdrawal Form	<ul style="list-style-type: none"> • Must be fully completed and bear your own signature • Available from www.nasa.co.nz/withdraw/ or from us
Your Public Trust Refund Form (if eligible for refund)	<ul style="list-style-type: none"> • Must be fully completed and bear your own signature • Available from us
Written evidence of medical, visa non-approval, or hardship reasons (if applicable)	<ul style="list-style-type: none"> • For a withdrawal due to medical reasons, supply a letter or medical certificate from a qualified medical practitioner, stating: <ul style="list-style-type: none"> ○ he or she has seen you ○ in his or her qualified medical opinion, you are medically unable to start or continue the programme you are enrolled in • For a withdrawal due to student visa non-approval, supply written evidence from Immigration New Zealand to support this reason. • For a withdrawal due to hardship or other reasons, supply written evidence to support your reasons.

What Is Not a Withdrawal

Using the following methods to say you want to withdraw is **not** considered a withdrawal:

- A phone call
- A text
- An instant message
- An email (without a completed Withdrawal Form)
- In person
- Through a classmate or another person

You are required to submit the documentation above fully and correctly in order to withdraw.

Informing StudyLink

If you have or will be getting a student loan and / or allowance, you need to inform StudyLink as well. We will not confirm this to StudyLink until you have submitted your full withdrawal.

Submitting Your Withdrawal

You must submit:

- the completed Withdrawal Form; and
- any supporting documentation:

either:

- **in person** to the Student Liaison Officer; or
- **by courier** to the Student Liaison Officer; or
- **by email** to withdraw@nasa.co.nz:

immediately after you decide to withdraw.

You **should not**:

- Post, text, fax or instant message a copy to us.
- Leave it unattended on our premises.
- Have a fellow student deliver it.

It is your legal responsibility to ensure we receive your complete withdrawal.

We must receive your full withdrawal within two (2) weeks after you left the programme or prior to the end of the term during which you left the programme, whichever comes first.

Withdrawal Administration Fees

Your withdrawal may trigger administration fees which you must pay from your own personal money. Fees and charges are listed on our Web site at www.nasa.co.nz/fees/

If You Do Not Withdraw

If you wish to withdraw and do not complete withdrawal, we may take the following steps.

You may be billed for the time and resources used in pursuing your withdrawal. Fees and charges are listed on our Web site at www.nasa.co.nz/fees/

You are responsible for all programme fees and course related costs due, and you may not receive any refund, if eligible, if you do not correctly complete the withdrawal process.

Reporting Non-Compliance to Government Agencies Within Five (5) School Days of Non-Attendance

If you do not attend the programme for five (5) days in a row and do not contact us about your absenteeism, and if you hold a student loan and / or student allowance and / or any WINZ support, we will report your delinquency, as required by law, to StudyLink and / or WINZ. This may result in a decrease or cessation of living cost or other personal payments made to you by StudyLink and / or WINZ.

If You Do Not Withdraw Within Seven (7) Calendar Days of Your Last Day of Attendance

If you do not complete withdrawal within the seven (7) calendar days after leaving your programme, we may send you an email or letter to remind you you have not withdrawn from the programme.

If You Do Not Withdraw Within Fourteen (14) Calendar Days of Your Last Day of Attendance

If you do not complete withdrawal within fourteen (14) calendar days after leaving your programme, we may assume you have **abandoned your programme**.

We will:

- Notify StudyLink and any other Government bodies.
- Send you an email or letter notifying you we consider you have abandoned your programme.
- Cancel your enrolment if you do not respond within 72 hours after our email or letter.
- Pursue any debt you owe us, including through a debt collector, which may incur additional fees, interest and / or financial penalties.

Expulsion

Expulsion is where we remove you from your programme due to behavioural, disciplinary and / or other serious issues. This may happen after an investigation into your behavioural, disciplinary and / or other serious issues has taken place. We will confirm your expulsion in writing.

If we expel you from your programme, we:

- may not give you a refund; and / or
- may require your full programme fee and course related costs if you have not paid them by the point of expulsion.

Refund Policy

You must formally withdraw in order to be considered for a **refund** of some programme fees, whether attending or not. Refunds are only made for completed withdrawals falling within the refund periods specified by law. There are no refunds of course related costs.

The refund periods defined by law are:

Domestic student	Between your date of enrolment and before 3:30 PM on the 8 th calendar day of your programme
International student	Between your date of enrolment and before 3:30 PM on the 10 th business day of your programme

We will endeavour to have your fees refunded, where allowed within this policy, within fourteen (14) days of the receipt of your completed withdrawal. To complete any refund available to you or organisations like StudyLink, you must complete the Public Trust Refund Form correctly.

Our owners reserve the right to issue refunds outside the scope of these policies based on strongly documented, compassionate grounds. This would be a rare occurrence.

We are not responsible for fluctuations in the New Zealand dollar against any foreign currency.

Domestic Students Refund Policy

If you withdraw (in writing, using the Withdrawal Form)...	You will get back...
Between your date of enrolment and 8 th calendar day of your programme (latest is by 3:30 PM on the 8 th calendar day)	Any monies paid towards your programme fees, less \$500 or 10% of the total, whichever is the lesser.
The 9 th calendar day of your programme and after	No refund.

Refund of Student Loans, Scholarships, and / or WINZ Payments

If some or all of your fees have been paid by:

- StudyLink
- Work and Income New Zealand
- An organisation issuing you a scholarship
- Any other organisation

And you withdraw correctly, that portion of your programme fees (less \$500 or 10%, whichever is the lesser, paid from all sources):

- Will be returned to the appropriate organisation(s), wherever possible, if you have completed your withdrawal between your date of enrolment and the 8th calendar day of your programme.

You may need to provide us with the correct bank account from the other organisation to complete the refund correctly.

Government subsidies paid directly to us, like the Student Achievement Component 3+ funding, is not given or refunded to the student on withdrawal.

International Students Refund Policy

If you withdraw (in writing, using the Withdrawal Form)...	You will get back...
Between your date of enrolment and 10 th business day of your programme (latest is by 3:30 PM on the 10 th business day)	Any monies paid towards your programme fees, less 10% of the total.
The 11 th business day of your programme and after	No refund.

Refund Due to Immigration New Zealand Not Approving Student Visa

Where Immigration New Zealand does not approve your student visa, we may adapt the International Students Refund Policy to the policy below as not to disadvantage you while recognising the work we have performed for you.

You must supply us with written evidence from Immigration New Zealand of their denial of your student visa.

If you withdraw (in writing, using the Withdrawal Form) and supply written evidence of visa denial...	You will get back...
Between your date of enrolment and 10 th business day of your programme (latest is by 3:30 PM on the 10 th business day)	Any monies paid towards your programme fees, less the Enrolment Withdrawal administration fee
The 11 th business day of your programme and after	No refund.

The Enrolment Withdrawal administration fee was \$300 as of printing of this document in November 2016. See www.nasa.co.nz/fees/ for up-to-date administration fees information.

Refund Due to Cancellation of Programme Intake

By law, we can cancel any programme intake seven (7) calendar days or more prior to the advertised starting date. You may need to complete a Public Trust Refund Form. Where this occurs, we will:

- Notify you of this in writing; and
- Refund all programme fees paid to the appropriate people or organisations.

Refund Due to Permanent Programme or Permanent School Closure

If we permanently close our entire operations, or voluntarily close your programme you are enrolled in and attending at the time of closure, you may receive a pro rata refund from the date of closure until the end of the programme for fees paid if we are not able to resume training in any form. Student fee protection mechanisms may take effect in some of these situations.

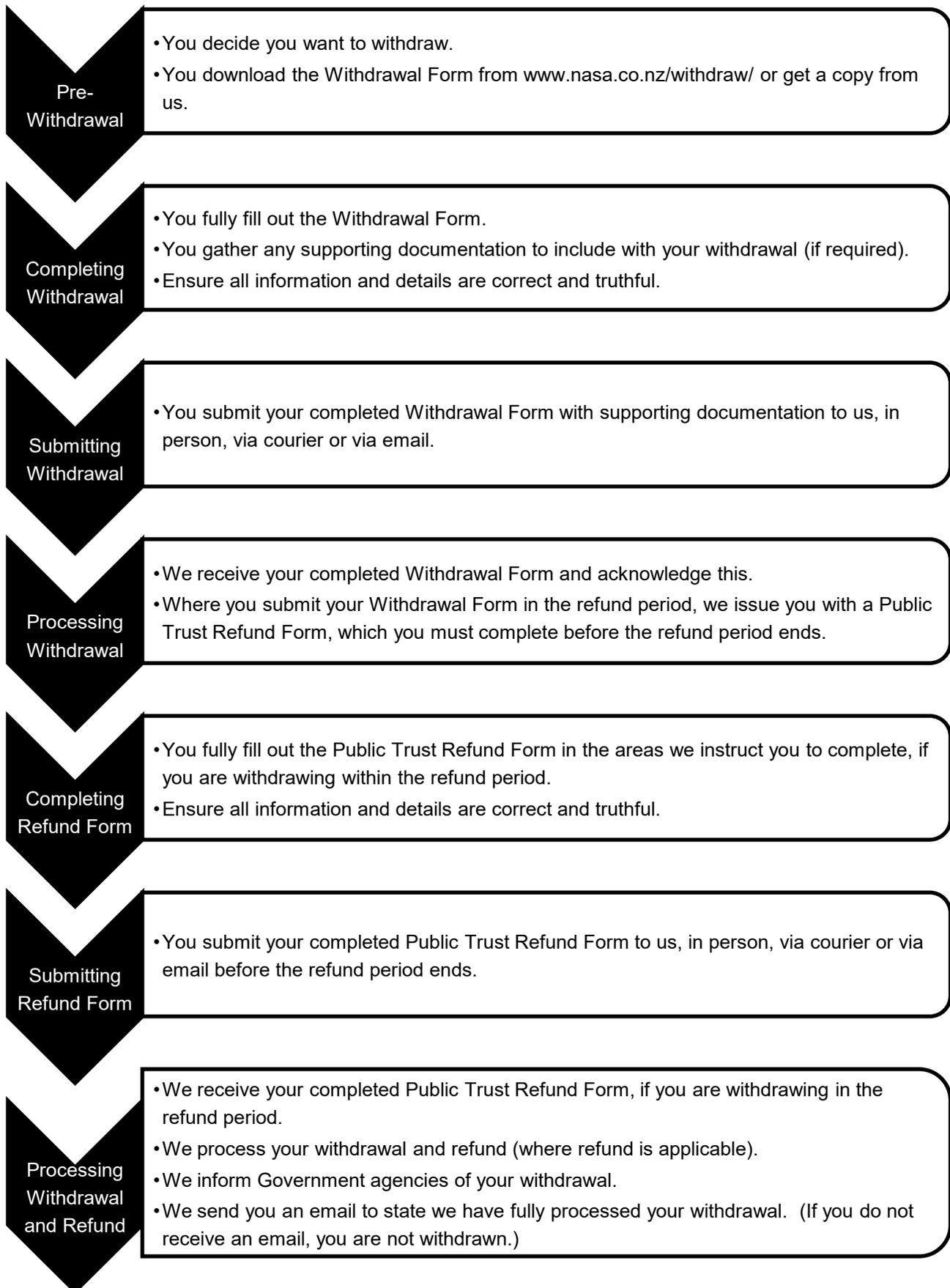
Situations like this could include, but are not limited to:

- Natural disasters
- Man-made or artificial disasters
- Revocation of NZQA-Registration

- Revocation of NZQA-Approval
- Revocation of NZQA-Accreditation
- Revocation of signatory to the Code of Practice (international students)

You may need to complete Public Trust and other forms to access the refund.

Withdrawal and Refund Procedure Diagram





Appendix 3: External Support Agencies

This appendix supplies a list of external agencies that may be able to help you or someone you know with issues that may arise during your time studying with us. This info supplied to the best of our knowledge. See if us an agency you think should be included in the appendix is not in the appendix.

In This Section

- Alcohol, drugs and tobacco, including addictions assistance
- Anxiety
- Assistance and access to government services in native languages
- Bus information and timetables
- Childcare facilities
- Christchurch City Council
- Christchurch Public Libraries
- Citizen's Advice Bureau
- Community Law Centres
- Depression
- Disputes Tribunal
- Eating disorders
- Employment issues
- Environment Canterbury (Canterbury Regional Council)
- Family and parenting issues
- Family violence services
- Grief, loss and trauma
- Harassment and discrimination (Human Rights Commission)
- Immigration New Zealand
- iStudent Complaints (International Student Complaints)
- Justices of the Peace
- Mental health
- New Zealand legislation
- New Zealand Police (ill-treatment, harm, abuse, neglect, emergencies, other areas)
- New Zealand Qualifications Authority (NZQA)
- Personal health and welfare
- Relevant New Zealand laws
- Safety on the roads and driving laws and requirements (NZ Transport Agency)
- Sexual assault and rape
- Sexuality education, health promotion and sexual and reproductive health services
- Sexual orientation, gender and transgender support
- StudyLink (student loans and allowances)
- Suicide prevention
- Tenancy issues
- Women's Centre
- Women's Refuge Christchurch
- Work and Income New Zealand (WINZ)
- Youth helplines

Agency and/or Area	Different Areas, Contact Details
<p>Alcohol, drugs and tobacco, including addictions assistance</p> <p>You must be 18 or older to purchase and consume alcohol and tobacco. Drugs are illegal.</p>	<p>Alcohol Drug Helpline www.alcoholdrughelp.org.nz 0800 787 797</p>
	<p>Amohia Te Waioira (formerly Health Promotion Agency) www.alcohol.org.nz Alcohol Drug Help: 0800 787 797 or text 8681</p>
	<p>Gambling Helpline New Zealand www.gamblinghelpline.co.nz 0800 654 655 or text 8006</p>
	<p>NZ Drug Foundation www.drugfoundation.org.nz</p>
	<p>PGF Services (Gambling) www.pgf.nz 0800 664 262 or text 5819</p>
	<p>Quitline (Smoking) quit.org.nz 0800 778 778 or text 4006</p>
<p>Anxiety</p>	<p>Anxiety New Zealand www.anxiety.org.nz 0800 269 4389</p>
<p>Assistance and access to government services in native languages</p>	<p>Ministry for Ethnic Communities – Te Tari Mātāwaka www.ethniccommunities.govt.nz See Web page for further information on specific phone numbers.</p>
<p>Bus information and timetables</p>	<p>Metro – Environment Canterbury Regional Council www.metroinfo.co.nz</p>
<p>Childcare facilities</p>	<p>Search Google for recommendations</p>
<p>Christchurch City Council</p>	<p>www.ccc.govt.nz (03) 941-8999 or 0800 800 169</p>
<p>Christchurch Public Libraries</p>	<p>my.christchurchcitylibraries.com (03) 941-7923</p>
<p>Citizen’s Advice Bureau</p>	<p>www.cab.org.nz 0800 367 222</p>
<p>Community Law Centres</p>	<p>communitylaw.org.nz See Web page for further information on specific phone numbers.</p>

Agency and/or Area	Different Areas, Contact Details
<p>Depression</p>	<p>depression.org.nz 0800 111 757 or text 4202</p>
	<p>1737.org.nz and www.mentalhealth.org.nz Call or text 1737</p>
	<p>SPARX www.sparx.org.nz</p>
<p>Disputes Tribunal</p>	<p>Ministry of Justice www.disputestribunal.govt.nz</p>
<p>Eating disorders</p>	<p>EDANZ www.ed.org.nz 0800 233 269</p>
<p>Employment issues</p>	<p>Employment New Zealand (formerly Department of Labour) www.employment.govt.nz</p>
<p>Environment Canterbury (Canterbury Regional Council)</p>	<p>www.ecan.govt.nz</p>
<p>Family and parenting services</p>	<p>Family Services Directory www.familyservices.govt.nz</p>
	<p>Parent Help www.parenthelp.org.nz 0800 568 856</p>
<p>Family violence services</p>	<p>Aviva Family Violence Services www.avivafamilies.org.nz 0800 2848 2669</p>
	<p>Are You OK www.areyouok.org.nz 0800 456 450</p>
	<p>Shine www.2shine.org.nz 0508 744 633</p>
	<p>Women's Refuge womensrefuge.org.nz 0800 733 843 (Crisis line)</p>

Agency and/or Area	Different Areas, Contact Details
Grief, loss and trauma	Also see "Mental health"
	Skylight www.skylight.org.nz 0800 299 100
Harassment and discrimination (Human Rights Commission)	tikatangata.org.nz 0800 496 877
Immigration New Zealand	www.immigration.govt.nz 0508 558 855
International student complaints (iStudent Complaints)	iStudent Complaints www.istudent.org.nz 0800 00 66 75
Justices of the Peace	www.justiceofthepeace.org.nz
Mental health	Anxiety New Zealand www.anxiety.org.nz 0800 269 4389
	depression.org.nz 0800 111 757 or text 4202
	1737.org.nz and www.mentalhealth.org.nz Call or text 1737
	SPARX www.sparx.org.nz
New Zealand legislation	www.legislation.govt.nz
New Zealand Police (Ill-treatment, harm, abuse or neglect, emergencies, other areas)	www.police.govt.nz Emergency: 111 Non-emergency: 105
New Zealand Qualifications Authority (NZQA)	www.nzqa.govt.nz 0800 697 296

Agency and/or Area	Different Areas, Contact Details
Personal health and welfare	Search GPs in Christchurch area on Google
	Anxiety New Zealand www.anxiety.org.nz 0800 269 4389
	Coronavirus (COVID-19) Health Advice www.covid19.govt.nz 0800 358 5453 (Healthline)
	depression.org.nz 0800 111 757 or text 4202
	Healthline healthline.govt.nz 0800 611 116
	Healthpoint www.healthpoint.co.nz
	Mental health – anxiety, depression, et cetera See "Mental Health"
	Rape – See "Sexual assault or rape"
	Sexual assault – See "Sexual assault or rape"
Suicide prevention – See "Suicide prevention"	
Relevant New Zealand laws and organisations	Accident Compensation Corp www.acc.co.nz
	Oranga Tamariki – Ministry for Children www.orangatamariki.govt.nz
	Consumer Guarantees Act and Fair Trading Act / Consumer www.consumerprotection.govt.nz and www.consumer.org.nz
	NZ Drug Foundation www.drugfoundation.org.nz
	Privacy Act (Privacy Commissioner) www.privacy.org.nz
	Smokefree law: www.smokefree.org.nz

Agency and/or Area	Different Areas, Contact Details
<p>Safety on the Roads and Driving Laws and Requirements (NZ Transport Agency)</p>	<p>Road Code www.nzta.govt.nz/roadcode/</p>
	<p>New Residents and Visitors: Driving in NZ: www.nzta.govt.nz/driver-licences/new-residents-and-visitors/</p>
	<p>Driver's License Requirements in NZ: www.nzta.govt.nz/driver-licences/</p>
	<p>Walking and Cycling in NZ: www.nzta.govt.nz/walking-cycling-and-public-transport/</p>
<p>Sexual assault or rape</p>	<p>Male Survivors Canterbury (MSC) https://canmen.org.nz/survivors/ (03) 365 9000 or text 022 302 4966</p>
	<p>Sexual Assault Support (Aviva Family Violence Services) www.avivafamilies.org.nz/i-need-help/Sexual-Assault-Support/ 0800 2848 2669</p>
	<p>START starthealing.org (03) 355 4414</p>
	<p>Te Puna Oranga 0800 222 042 info@tepunaoranga.co.nz</p>
<p>Sexuality education, health promotion and sexual and reproductive health services</p>	<p>Family Planning www.familyplanning.org.nz Christchurch: (03) 379 0514</p>
	<p>Burnett Foundation Aotearoa (formerly New Zealand AIDS Foundation and Ending HIV NZ) www.burnettfoundation.org.nz 0800 802 437</p>
<p>Sexual orientation, gender and transgender support</p>	<p>Agender New Zealand www.facebook.com/groups/158438157582670</p>
	<p>Outline www.outline.org.nz 0800 688 5463</p>
	<p>Qtopia www.qtopia.org.nz</p>

Agency and/or Area	Different Areas, Contact Details
<p>StudyLink (Student Loans & Allowances)</p>	<p>www.studylink.govt.nz 0800 88 99 00</p>
<p>Suicide prevention</p>	<p>Lifeline Aotearoa www.lifeline.org.nz 0800 543 354 or text “Help” to 4357</p>
	<p>Suicide Crisis Hotline 0508 828 865</p>
<p>Tenancy issues</p>	<p>Tenancy Services Ministry of Business, Innovation & Employment www.tenancy.govt.nz 0800 83 62 62</p>
<p>Tertiary Education Dispute Resolution</p>	<p>www.tedr.org.nz 0800 00 8337</p>
<p>Women’s Centre</p>	<p>www.womenscentre.co.nz (03) 371 7414 or (022) 105 5308</p>
<p>Women’s Refuge</p>	<p>See Family Violence Services</p>
<p>Work and Income New Zealand (WINZ) – (Benefits, etc.)</p>	<p>www.workandincome.govt.nz Most services are online</p>
<p>Youth helplines</p>	<p>The Low Down thelowdown.co.nz 0800 111757</p>
	<p>Youthline www.youthline.co.nz 0800 37 66 33 or free text 234</p>
	<p>What’s Up (for 5 to 19 year olds) www.whatsup.co.nz 0800 942 8787</p>