

Cornerstone Education Limited

aspire2

Business
Management
Programmes

2022 Student Handbook



Tena Koutou and Welcome

A big and warm welcome to you from the entire team at Aspire2.

We feel privileged to have you join our organisation - and will do everything in our power to ensure your time with us is both productive and enjoyable.

Our sole reason for being is to provide you the best possible employment opportunities – so getting you developing your workplace skills and job opportunities is our overarching focus.

Our handbook is designed to help you navigate your way around, and we've tried to put everything you need in one place.

If there's any more information you need please let us know as we are here to provide you the best possible care and service.

We'd also like to extend an open invitation to you to come visit us in New Plymouth to meet our team.

All the best for a successful programme. My door is always open and my phone always on if you need to contact me.



Kindest regards,

A handwritten signature in blue ink that reads "Sussan T." with a stylized flourish at the end.

Sussan Turner

Chief Executive – Aspire2 Group Limited

Cornerstone Education Ltd is a NZQA registered Private Training Establishment that is part of Aspire2 Group.

Please read and understand the information in this handbook thoroughly. Should you have any questions at all please do not hesitate to talk to with your Tutor, this will ensure that you are fully aware of your obligations, including the rules and regulations as applicable to all our programmes.

You will also have access to a programme handbook detailing information regarding your chosen programme.

Please also ensure that you have read or had explained to you the enrolment form fine print.

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About Aspire2

Vision

People from Aspire2 have more of their goals come true.

Purpose

Preparing people for successful employment.

Mission

Aspire2 means employability.

Our People

We are committed to the development of our team.

Ours is a strong culture of innovation, courage, excellence, support and enjoyment.

Our Approach



Everyone matters



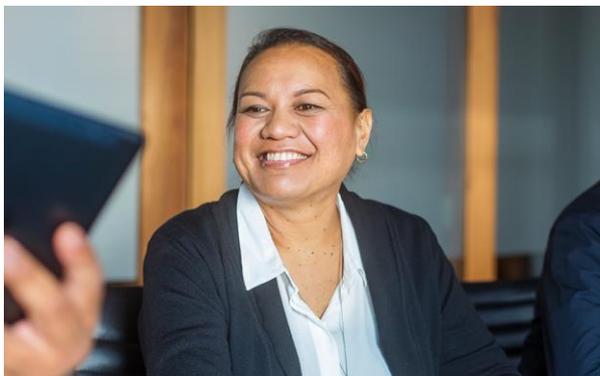
We aim high



We do what we say we'll do

Who We Are

Aspire2 Cornerstone Education is made up of a group of registered Private Training Establishments with a history of providing quality training throughout New Zealand. We offer a range of exciting courses as part of our portfolio through the Business Management Programmes (Cornerstone Education).



Our vision is to inspire and enable people to develop the skills they need to succeed in work *and* in life. We do this by engaging with learners in creative ways which are relevant to their needs and life circumstances. The learning environment, cultural context, content, and delivery style are tailored to help and support learners of all ages achieve their dreams. Further to that, our role is also to inspire and help learners into education and employment pathways which will meet their long-term aspirations.

We deliver online training solutions through our Learning Management System - Canvas.

Cornerstone Education works with sectors and communities to ensure we develop programmes of study that meet their needs. We have strong links to industry to ensure a high quality programme.



Innovative Programmes

We have worked to develop a range of exciting programmes that enable students to learn a variety of specialised subjects in many different sectors and in a flexible manner to fit your lifestyle.

Our students participate in programme evaluations to provide constructive feedback to enable us to continually improve.

Treaty of Waitangi/Te Tiriti o Waitangi

We are committed to the following principles:

Participation: acknowledges sovereignty/governance. This means ensuring equal participation at all levels, and enabling Māori to provide input into decision-making that directly affects them.

Protection: acknowledges the protection of rights and benefits and possessions. It means that Māori tikanga (culture and protocols) and taonga (treasures) such as Te Reo (Māori language) are respected and given equal footing to the tikanga and taonga of other cultures.

Partnership: acknowledges sovereignty/governance and working together with the same rights and benefits as subjects of the Crown. In your workplace that means working together at all levels of the organisation and having a say in the policy and management of the organisation. If you work with Māori in the community, it means engaging with them when planning work and strategies.

<https://www.careers.govt.nz/articles/inter-view-tip-how-to-answer-the-treaty-of-waitangi-question/>

Welcome!

Study Information

Admission/Entry Requirements

Please refer to the website <https://www.management.org.nz/our-courses/> for details regarding admission and entry requirements for each programme.

Recognition of Prior Learning or Recognition of Current Competency or Credit Transfer

Recognition of Prior Learning (RPL) is a process that recognises experience, independent study, or credit obtained at the same or other teaching institutions. RPL is granted to students who demonstrate that they have met the required learning outcomes established for a course. If you would like to apply for RPL please refer to our website for further details.

Responsibility for Learning

Everyone has goals they want to achieve, and we want to help you by providing quality training and support. We need your time, energy and commitment to learn new skills.

The expectation for all students is that if you are studying full time you will commit 35-40 hours and for part time you will commit 15-20 hours.

You will need to complete tasks and assessments through Canvas where you will have support from your tutor and our Student Success Team. You will be given a study schedule which outlines the due dates when to complete your assessments.



Tutors and Mentors

All our Tutors are great teachers and have industry knowledge and experience. They are focused on assisting you to get results, and achieve your goals. Just ask if you need any extra help.

Contact your Tutor

Please refer to the homepage in Canvas for each course for details on how to contact your tutor and their virtual office hours.



Engagement

Engagement applies to programmes delivered online.

For distance learners attendance is monitored through engagement with online content and assessment submission. If you need to be away from your study for an extended period, you must contact your tutor in advance if this will affect your ability to meet your assessment deadlines.

We reserve the right to request medical certificates or other documents to support reasons for lack of engagement or requests for extensions.

Lack of Engagement

Students who are withdrawn through lack of engagement may face external penalties. StudyLink will be notified of your withdrawal, and future enrolment will be subject to additional screening and may result in a refusal of enrolment.

Rules and Policies

Assessment

Students must meet the assessment requirements as set out in the programme handbook. The requirements are available in Canvas prior to assessment and evaluation. Please note your assessments may be used for moderation purposes.



Plagiarism

Students must not copy or paraphrase someone else's work either published or un-published, without clearly acknowledging it through citing and referencing. Paraphrasing without appropriate acknowledge will be deemed to be plagiarism. This is Academic Misconduct and will be treated as serious and is subject to our disciplinary procedures.

Students are provided with a plagiarism tool in Canvas, which can be used before they submit their assessments.

Reconsideration of Assessment/Appeals

Students have the right to a reconsideration of assessment if they believe an assessment has been incorrectly marked or graded. This request must be sent to the tutor or Programme Coordinator within five (5) working days of the return of the assessment. As a result of this request, their result may be unchanged, raised or lowered. The reconsidered result will be recorded as the final result. Students will retain the right to appeal this result in accordance with Assessment policy.

Resubmission of Assessment

If a student is required to resubmit an assessment, the resubmission must be submitted by the date stated by the tutor. The resubmission must address the missing or incomplete criteria. The tutor will re-mark the assessment and the student will get a notification when the marking is complete. Students can email at any time the relevant tutor if there are any queries. Students are entitled to a maximum of two resubmissions in an assessment.

Please refer to the Rules and Policies page in Student Resources/Canvas for further detail.

Extension/Late Submissions

Students have the right to request an extension where circumstances arise that will prevent them from submitting an assessment by the due date. The extension must be requested **before** the assessment due date. The online extension form can be found on the Student Resources page under Forms.

All students are allowed a 7 day grace period with late submissions. Students who submit after the 7-day grace period will be given a NA.

All students who submit late within the 7 day period will be given a grade penalty so other students are not disadvantaged.

Student Progress and Feedback

Student progress is continually monitored by your tutors through online participation, assessments and contact with you. If at any time, you need to discuss your progress in more detail or gain a better understanding of how you can improve or progress further please ensure you ask your tutor via Canvas for a feedback session.

Academic Integrity

Academic Integrity means being honest in all academic work. We expect that all students and staff will act with academic integrity. We want our programmes of study and qualifications to be respected and valued, and to be sure that all those who gain a qualification with us have personally reached the standards expected of that qualification.

Academic Misconduct

Academic Misconduct includes dishonest behaviour in assessment. This can include copying, misrepresentation of identity in assessment, cheating and plagiarism and all other dishonest practices in assessment. Any instance of Academic Misconduct will be treated as serious and is subject to our disciplinary procedures.



Authenticity of Students Work

All student work submitted for assessment must be authentic and created by the student. Where students are suspected of academic misconduct the following processes will be followed:

- The tutor will assess the level/amount of suspected academic misconduct, prepare evidence and discuss with relevant Programme Coordinator
- Where the intention of the student is considered clearly innocent, the work will be assessed as is.
- If appropriate, advice on academic integrity may be given by the tutor to the student.

Where doubt persists, a meeting is to be arranged with the student, student support person, relevant tutor and Programme Coordinator to present the allegation, evidence and to provide the student with an opportunity to discuss this. Where the Programme Coordinator and tutor are one and the same, another Manager within the relevant division or wider Aspire2 group may be asked to participate.

Where academic misconduct is established and acknowledged by the student, the student may be instructed to resubmit the assessment if allowed by the Programme Coordinator.

Other actions can include awarding a reduced grade or awarding a failing mark/grade. A note is made on the student's file.

Where the assessment misconduct is serious or has not been acknowledged by the student, the relevant Programme Manager or Programme Coordinator must discuss the situation with Academic Director. This discussion will lead to a decision to either deal with the issue in the College or initiate the student discipline process.

More information can be found in the Student Resources section in Canvas.

Feedback and Complaints Process

All feedback is considered seriously and is treated as an opportunity to improve our services.

If you have a concern or complaint about a service, we provide or something affecting your study please let us know as soon as possible so the issue can be resolved quickly.

Step 1: Go to your Tutor

Step 2: Go to the Programme Delivery Manager or Operations Manager.

Step 3: Go to the Chief Executive Officer

Please feel free to involve a support person. This could be a class mate, friend or family member.



If you have completed all of the above and you are not happy with the result, you may contact:

The New Zealand Qualifications Authority
PO Box 160, Wellington 6140

Ph. 0800 697 296

Certification

All successful graduates will be issued the relevant NZQA accredited certificate for their programme.



Programme Feedback

You will be asked at times, during and after your programme of study to provide us with some feedback. This helps to tell us how effective the course is and provides us with information to improve our service and programmes.

If at any time you are unhappy with your experience, please let your Tutor know so they have an opportunity to address your concerns. The complaints process provides guidelines for you to follow should the issue not be resolved.

Student Focus Groups

BMP is committed to improving our programmes and service to our students. The student focus groups promote communication and consultation between students and BMP. It enables constructive feedback to be gathered from students on the quality of learning experiences and staff performance. The purpose of this group is to strengthen BMP and student relationships; provide feedback, and act as a critical sounding board to assist in the development of new ideas and initiatives to support quality teaching.

Twice per year in May and October a random selection of students will be sent surveys in May and October. The survey questions will focus on students expectations, learning check-ins, tutorials, assessment, content etc.

Student Code of Conduct

The purpose of the Student Code of Conduct is to provide rules to ensure a sense of community through the development of mutual respect, tolerance and understanding. We expect that you will not engage in behaviours that impact negatively on your own or others learning journey.

You are expected to conform to the standards contained in the Code of Conduct which can be viewed at the end of this document

We reserve the right to pursue through our disciplinary procedures matters that are also being, or may also be, addressed by the legal system or our policies and procedures.



Harassment/Discrimination

Harassment is behaviour that is unacceptable to us and includes but is not limited to any form of discrimination, sexual, or racial harassment, bullying or personal harassment. Verbal, online, or physical harassment is also considered harassment.

Should you feel the victim of any form of harassment or witness this in any way please inform a member of staff immediately. The feedback and complaints, and disciplinary procedures outline how to go about this and what outcomes will be considered.

Privacy and Confidentiality of Information

We are committed to protecting your privacy. Our collection, use and disclosure of personal information is governed by the Privacy Act 2020. The purposes for which we gather and use personal information are set out in the enrolment form.

Disciplinary Procedures

Should a complaint be received about you or you lodge a complaint the process will involve an investigative phase where the incident/s is discussed and next steps are determined.

A further meeting to discuss the outcome and consequences will then be held. There will be an opportunity to appeal any decision made after this meeting.

Serious breaches of the Code of Conduct could result in instant dismissal from your studies.

Any situations involving assault, abuse, harassment or harm of another person (physically or emotionally) are considered serious.



Support Services

Tutor Team

Our tutors deliver quality, practical learning and training designed to meet the needs of our students, and reflect immediate and future industry requirements, offering mentoring and learning support.

Student Support

Student Support is available to assist you with any questions you may have relating to your study.

Financial Information

Programme Related Costs

The Course Related Costs component of the Student Loan Scheme gives a maximum of \$1000.00 towards items required for study. For more information on this and to find out if you are eligible you will need to contact Studylink directly.



Student Loans and Allowances

The enrolments team are happy to help you with student loans and allowances through StudyLink. If you apply for a student loan you must advise us if for any reason that the loan may not proceed or if the application is withdrawn. Failure to do so will result in withdrawal if fees are not paid. Please discuss any issues regarding fees with the enrolments team.

Withdrawal and Refund

Withdrawals and refunds must meet the minimum requirements of a PTE under the Education Act 1989 Section 236A. NZQA explains these requirements on their website www.nzqa.govt.nz Please refer to their website if you need further information.

Withdrawal Procedures

Student Initiated Withdrawal

If you wish to withdraw from a programme you must advise us by clicking on the account button in Canvas, click on Withdraw Request. Writing, complete the request form and submit.

Provider Initiated Withdrawal

If you are no longer participating in a course or programme, have not requested to withdraw and have not responded to communication from us, we will initiate a withdrawal 5 days

after written correspondence has been sent.

Change of Study Status Procedures

Students have until the end of the 10th week of the programme to request a change from full time to part time study. Send an email to studentsupport@management.org.nz requesting in writing to change from full time to part time study.



Facilities

Student ID Cards

All students are entitled to a Student ID card. To apply for this please contact our enrolments team.

Library

Public libraries throughout New Zealand offer great services including online collections and e-books.

Buildings and Access

Apsire2 Cornerstone Education is situated at 21-23 Devon Street East, New Plymouth. You are welcome to visit us during normal office hours. When on site Health and Safety information is signposted and you must follow these guidelines at all times.

General Information

Public Transport

The Taranaki region offers bus services and discounts are available with a smart card. A further concession is available with Student ID. Further information can be found at <https://www.trc.govt.nz/buses-transport/routes/>

Other Services

Please find below a list of nationwide services that you may find useful.

For support services, specific to your local area, please refer to your facility fact sheet insert.

Emergency Contacts

In an emergency dial 111.

Report the incident as soon as possible to any member of staff.

Support Contact Details

Student Support:

0508 626 243

a2ce.success@aspire2.ac.nz

Student ID Cards:

enrol@management.org.nz

For additional contact information please see the back cover.

Useful Contact Information

- Career Information - www.kiwicareers.govt.nz
- Inland Revenue Department - 0800 377 778 www.ird.govt.nz
- Ministry of Education - www.minedu.govt.nz
- NZ Qualifications Authority - www.nzqa.govt.nz
- WorkSafe - www.worksafe.govt.nz
- StudyLink - 0800 88 99 00 www.studylink.govt.nz
- Work and Income New Zealand (WINZ) – 0800 559 009 <https://www.workandincome.govt.nz/>
- Lifeline - 0800 543 354 <https://www.lifeline.org.nz/>
Text 'Help' to 4357

Mental Health Support

Our tutors and academic support team are here to assist students with their study, but if they are going through a difficult time and need additional support, here are some links to organisations who can help support them and their whanau.

Need to talk? Free call or text [1737](tel:1737) any time.

Talk to a trained counsellor or call:

the Depression helpline – [0800 111 757](tel:0800111757)

Alcohol drug helpline – [0800 787 797](tel:0800787797)

Gambling helpline – [0800 654 655](tel:0800654655)

Healthline – [0800 611 116](tel:0800611116) – to get help from a registered nurse 24/7.

Lifeline – [0800 543 354](tel:0800543354)

Samaritans – [0800 726 666](tel:0800726666)

Code of Conduct

Students must comply with the following requirements. Students who breach these requirements shall be guilty of misconduct.

Students must not:

- a) Be guilty of or a party to any dishonest or improper practice (including plagiarism) or breach of instructions relating to or connected with the conduct of assessment procedures including examinations, practical's and summative assessments.
- b) Disrupt any teaching, study, research or administration of the Cornerstone Education.
- c) Act in a manner contrary to the good governance of the Cornerstone Education or prejudicial to its functioning as such.
- d) Obstruct any member of the Cornerstone Education in their academic work or performance of their duties.
- e) Wilfully create a nuisance in their dealings with the Cornerstone Education or bring the Cornerstone Education into disrepute whether face to face, through telecommunication contact, fax, post, email, social network website or by any other means.
- f) Harass any member of the Cornerstone Education or current or past students with offensive or unwanted sexual or non-sexual behaviour whether face to face, through telecommunication contact, fax, post, email, social network website or by any other means.
- g) Acquire by theft or deception any of the benefits or services provided by the Cornerstone Education.
- h) Steal or damage the Cornerstone Education property, which includes records and data both owned by and under the Cornerstone Education's care.
- i) Infringe the Cornerstone Education's copyright in its publications by copying or dealing in copies of these works in breach of the Copyright Act 1994.
- j) Wilfully provide false information to the Cornerstone Education in connection with their enrolment or study at the Cornerstone Education.
- k) Attempt to commit or be a party to any of the foregoing

Failure to meet these rules will result in your tutor or appropriate member of staff following the disciplinary process. Where the offence is considered serious the behaviour may lead to dismissal from the programme.



Business Management Programmes

Free phone – 0508 626 243

info@management.org.nz