

student student handbook handbook



Student Handbook



Contents

Contents	2
Welcome.....	5
Nau mai haere mai	5
Orientation Programme.....	6
About this Handbook.....	7
Education Agents.....	8
How We Provide Information to You	8
Our School	8
Our Vision:	8
Our Mission:.....	8
Our Values:.....	8
Our Approach to Teaching and Learning:.....	9
What to Expect During Training and Assessment.....	10
Self-directed Learning [Homework]:.....	10
Visa and Insurance Obligations	11
Adjusting to Life in New Zealand.....	11
Living and Studying in New Zealand	11
Working in New Zealand (If Your Visa Allows It).....	12
Assessment Policy	12
What to Expect During Training and Assessment.....	14
Attendance & Engagement Expectations	14
Course Progress and Monitoring	14
Early Intervention Process	15
Recognition of Prior Learning (RPL).....	15
Credit Recognition and Transfer (CRT).....	15
Student Guidance and Support	18
Support and Welfare	19

Services, Support and Facilities Available to You	19
Health and Safety Procedures	19
Safety	19
First Aid	20
Emergency Contacts and Useful Information.....	20
Reporting Wellbeing or Safety Concerns.....	20
Critical Incidents and Emergency Support.....	21
Evacuation	21
Serious Injury.....	21
Bomb Threat.....	22
Earthquake	22
Electrocution	22
Robbery	22
Gas Leak.....	22
Student Code of Conduct	23
1. Professional Behaviour	23
2. Respectful and Inclusive Conduct.....	23
3. Academic Integrity	23
4. Attendance, Engagement, and Progress.....	23
5. Health, Safety, and Wellbeing	23
6. Use of Technology and Online Platforms	24
7. Property and Facilities	24
8. Behaviour That May Lead to Disciplinary Action.....	24
9. Escalation to Disciplinary or Termination Process.....	24
Student Rules & Regulations	25
Assessment Extensions and Completion Warning	26
Academic Integrity Summary.....	27
Academic Behaviour	27
What is Plagiarism?.....	28
Deferring, Suspending, or Cancelling Your Enrolment.....	29
Termination of Enrolment	29
Your Rights as a Student	30
Your Responsibilities as a Student	30
Your Legal Rights and Responsibilities	30
Privacy and Access to Records	30
If Your Details Change.....	31
Complaints Policies and Procedures	31
Internal and external complaints procedure.....	31

Serious misconduct..... 31
 External Support – iStudent Complaints (Dispute Resolution Scheme)..... 33

Withdrawal and Refund Policy..... 33

Purpose of the policy 33

Policy..... 33

Fee Refund and Withdrawal Conditions 33

Protection of Student Fees 34
 How Your Fees Are Protected..... 34
 Withdrawal Process 34
 Voluntary Closure or Course Cessation 35
 Administration Fee for Early Withdrawal 35

Appendix – List of Key Policies 36

Welcome

Nau mai haere mai

Welcome to the Exercise Academy (School of Business Ltd NZQA # 7577).

This student resource manual has been compiled to give you all the information you will need if you intend to or are studying with us.

If you are unsure about any of the information given, or want to know more about something, please do not hesitate to talk to any member of staff. We are available to assist you on your academic journey and we are here to listen. We also have a pastoral care guide that provides you with information about services in the community, if needed.

It is worth reflecting at this point on the reason this school exists and the core values which underlie our daily actions.

Our mission statement is:

‘To develop in people the competencies necessary for a successful future.’

Our core values are:



The management and staff at the Exercise Academy (School of Business Ltd) wish you every success with your training and your career pathway.

Karen Streeter

And the Exercise Academy Team

Orientation Programme

Orientation Programme

All international learners are invited to participate in an orientation programme designed to help you settle into your studies and life in New Zealand. Orientation includes:

- introduction to staff and support contacts
- overview of your programme and expectations
- health and safety briefing
- cultural adjustment information
- visa and insurance obligations
- academic integrity and assessment rules
- how to access support services
- information about working in New Zealand (if applicable)

Orientation is an important part of your learning journey, and we encourage you to attend all sessions.

STUDENT ORIENTATION



About this Handbook

Your success is important!

This student handbook is designed to provide you with essential information on becoming a student with Exercise Academy, the services provided and our approach to providing you a fair and supporting environment.

Information provided in this handbook provides the framework for you to complete your course in a professional, culturally aware manner with the support of our team. Key sections in the Handbook include information in relation to students' rights, responsibilities and obligations.

Exercise Academy is responsible, under its registration with the New Zealand Qualifications Authority (NZQA), for the quality of the training and assessment being delivered on your chosen course. Exercise Academy is also responsible for the issuance of any certificate that may result based on your achievement of the course requirements.

It is important that students read through this handbook and familiarise themselves with the policies, procedures and the obligations of Exercise Academy and of students toward their course and the people involved.

Please feel free to reach out if you have any queries regarding the course or information provided. Our team is readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours.



Phone +64 272 800 239

Email support@exerciseacademy.ac.nz

Website www.Exerciseacademy.ac.nz

Success

Education Agents

Exercise Academy may work with approved education agents. All agents must:

- act ethically
- provide accurate information
- follow the Code of Practice
- represent Exercise Academy honestly

If you have concerns about an agent, please contact us immediately.

How We Provide Information to You

How We Provide Information to You

Exercise Academy is committed to ensuring that all information provided to learners is accurate, up to date, and easy to understand. We provide information in a range of formats to meet the needs of diverse learners. You will receive important information through:

- this Student Handbook
- the Pre-Enrolment Information Pack
- the Letter of Offer and Enrolment Agreement
- the online Learning Management System (LMS)
- orientation sessions
- email updates and announcements
- tutor guidance and support meetings

We regularly review our information to ensure it remains current and relevant. If you are ever unsure about anything, please ask, we are here to help.

Our School

Exercise Academy (The School of Business Limited) is a privately owned and NZQA Registered Private Training Provider.

The values of the organisations are underpinned by the principles of tikanga*, whanaungatanga* and manaakitanga* - doing the right things, the right way in a kind and caring manner.

Our Vision: [Where we want to be]

To be recognized by our stakeholders as the leading provider of innovative training solutions.

Our Mission: [The reason we exist]

To develop in people the competencies necessary for a successful future.

Our Values: [How we do things]

Act with integrity

- Do what is right
- Do what they say they will do
- Act in the best interest of the school
- Willing to challenge self and others

Demonstrate a passion for what we do

- Show enthusiasm
- Go the extra mile
- Make things happen
- Set and achieve personal goals

Achieve together with minimal impact on the planet

- Provide online learning without papers and travel
- Have clear expectations of self and others
- Support others
- Pitch in and help
- Maximise individuals / team potential
- Work to strengths

Provide a sociable and culturally aware environment

- Make all people, regardless of ethnicity, feel welcome and comfortable
- Contribute to a positive feel at the school
- Communicate in a culturally aware manner, freely, openly and constructively
- Take all opportunities to enhance relationships

* tikanga - Generally taken to mean "the Māori way of doing things", it is derived from the Māori word *tika* meaning 'right' or 'correct'. whanaungatanga - is about relationships. It has its roots in the *whanau* or family.

* manaakitanga - Expression of hospitality towards people.

Our Approach to Teaching and Learning:

Tutors will use a variety of teaching and assessment methods during your course, in line with best practice principles in adult education and in a learner centred manner. Methods will vary and may include:

- Webinars
- Tutorials
- Tutor led learning
- Coaching
- Demonstrations
- Practical tasks in gym
- Role playing
- Problem solving
- Small group work and teamwork
- Discussion groups
- Projects
- Written assignments
- Research assignments
- Presentation

What to Expect During Training and Assessment

Your learning experience at Exercise Academy is designed to be practical, engaging, and aligned with industry expectations. You will learn through a combination of online learning, practical activities, webinars, tutorials, and independent study.

Assessments are competency-based. This means you must demonstrate the required skills and knowledge to the standard expected. You will receive:

- clear instructions for each assessment
- assessment criteria
- due dates
- opportunities for feedback
- support from your tutor

We will provide you with all the resources, guidance, and support you need — but your success depends on your commitment, participation, and effort.

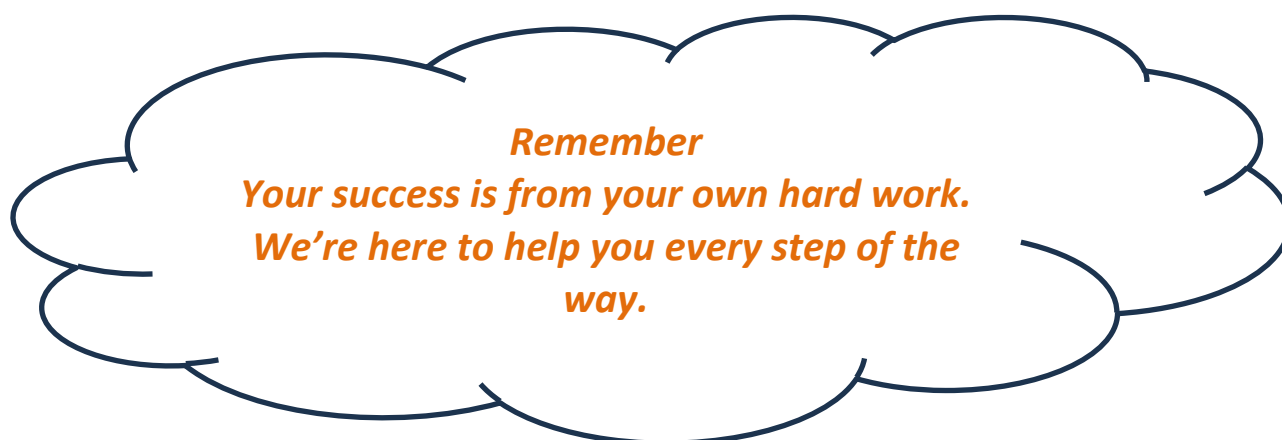
Self-directed Learning [Homework]:

As you are full-time students, you are expected to be studying for 30 hours per week. This includes online or face to face tuition time and work experience in the gym **plus** a 10 to 15 hours per week self-directed learning. Self-directed learning will include things like doing research, completing homework, reading, practicing activities yourself etc.

Your tutors will assist you in planning your self-directed learning, so that you can progress and meet all deadlines, so your academic performance does not suffer.

Characteristics of Self-Directed Learners:

- Set goals
- Plan strategically
- Believe in your abilities
- Work to reach goals
- Develop interest in your work
- Focus and maintain your attention
- Constantly teach themselves
- Use what you have learned to adapt to new situations
- Actively participate in class and all activities
- Monitor as you work
- Seek help when needed
- Evaluate your own work
- Understand that hard work and perseverance breed success
- Have a positive self-image of yourself as a learner



Visa and Insurance Obligations

All international learners must:

- Hold a valid student visa for the duration of their study
- Comply with all visa conditions, including attendance and academic progress
- Notify School of Business Limited of any changes to visa status

Insurance:

- Learners must have approved medical and travel insurance that covers the full period of enrolment
- Insurance must meet the Code of Practice requirements
- Proof of insurance must be submitted before course commencement

Support:

- Our team can assist with understanding visa conditions and insurance options
- For more information, visit: www.immigration.govt.nz and www.naumainz.studywithnewzealand.govt.nz

Dispute Resolution Scheme

- If learners have concerns about visa or insurance decisions, they may access the Dispute Resolution Scheme:
 - <https://www.studywithnewzealand.govt.nz/en/study-options/education-code-of-practice/dispute-resolution-scheme>

Adjusting to Life in New Zealand

Adjusting to Life in New Zealand

Moving to a new country can be exciting and challenging. We provide guidance to help you settle into life in New Zealand, including:

- understanding New Zealand culture and communication styles
- connecting with community and cultural groups
- accessing essential services such as banking, healthcare, and transport
- managing homesickness and cultural adjustment
- knowing where to go for help if you feel overwhelmed

If you need support adjusting to life in New Zealand, please talk to our team — we are here to help you feel at home.

Living and Studying in New Zealand

New Zealand is a safe and welcoming country, but it is important to understand:

- cost of living
- accommodation options
- transport
- local laws
- cultural norms
- safety tips
- emergency services

If you need help settling in, our team is here to support you.

Working in New Zealand (If Your Visa Allows It)

Working in New Zealand (If Your Visa Allows It)

Some student visas allow you to work part-time while studying. If your visa permits work, it is important that you understand your rights and responsibilities.

We will provide information on:

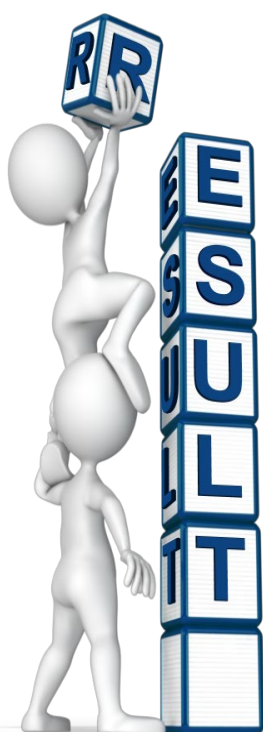
- minimum wage and employment rights in New Zealand
- maximum hours of work permitted under your visa
- how to access employment support and job-seeking advice
- how to report unsafe or unfair treatment by employers
- where to find reliable information about workplace rights

For more information, visit www.employment.govt.nz or speak with our support team.

Assessment Policy

Assessments are competency based, which means you must be able to demonstrate the tasks and answer the questions to the standard specified.

In each assessment you will be provided with clear information about how you are to complete your assessment and the criteria against which your assessment will be judged. The type of assessment will vary depending on the topic and content being assessed. The assessment may be an open or closed book, practical or workplace, or assignment based. Each will be required to be completed on or by a scheduled date, which will be advised by the tutor.



Re-sits:

Students who do not achieve competency in the first instance, because they get a few bits wrong, will be marked "Further Evidence Required" (FER) and given opportunities to redo the portions that were incomplete.

If, on your first submission, a lot of things are wrong, and you cannot demonstrate the basic knowledge or skill required in the assessment you will be marked "Not Achieved" (NA) and will be required to resit the whole assessment.

If full competency is not gained after three attempts, you will be marked 'Not Achieved' (NA) and will be required to retake that module at a later date. Additional fees may be payable. In some extenuating circumstances a third resit may be arranged with the approval of management after consultation with the tutor concerned.

<p>Assessment Appeals Procedure:</p>	<p>Should you disagree with the results of an assessment or the outcome of an RPL/RCC application (see below) you may appeal the decision by following this procedure:</p> <ul style="list-style-type: none">▪ Request an Assessment Appeals Form from the tutor.▪ Complete the form and give it to the tutor within 48 hours of the assessment date.▪ The appeal will be considered by the Manager who will provide a decision.▪ If you are not satisfied with the Manager's decision, the appeal will be passed to an external educational consultant / moderator who will provide a final decision. <p>Any further objections need to be forwarded to NZQA at https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/</p>
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What to Expect During Training and Assessment

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Assessments are competency-based. This means you must demonstrate the required skills and knowledge to the standard expected.

You will receive:

- clear instructions for each assessment
- assessment criteria
- due dates
- opportunities for feedback
- support from your tutor

We will provide you with all the resources, guidance, and support you need, but your success depends on your commitment, participation, and effort.

Attendance & Engagement Expectations

To succeed in your programme, you are expected to maintain consistent attendance and active engagement in all learning activities. This includes online sessions, practical components, assessments, and self-directed learning.

You are expected to:

- attend all scheduled classes (online or face-to-face)
- participate actively in discussions, practical tasks, and group activities
- complete assessments by the due dates
- communicate with staff if you are struggling or unable to attend
- respond to messages from tutors or support staff
- follow any agreed support or intervention plans

Patterns of non-attendance, missed assessments, or lack of engagement may trigger early intervention or formal warnings. Serious or ongoing disengagement may lead to suspension or termination of enrolment in line with the Termination of Enrolment process.

Course Progress and Monitoring

Exercise Academy monitors your academic progress to ensure you are on track to successfully complete your qualification. This includes:

- monitoring assessment submissions
- monitoring attendance and engagement
- providing early intervention if you fall behind
- offering support plans where needed
- issuing warning letters if progress does not improve

If you are struggling, please talk to us early, we are here to help.

Early Intervention Process

Exercise Academy uses an early intervention approach to support learners who may be falling behind or experiencing difficulties. Early intervention may occur when:

- assessments are missed
- attendance or engagement drops
- wellbeing concerns affect study
- tutors identify barriers to progress

The early intervention process includes:

- contact from your tutor or Programme Coordinator
- a check-in conversation to understand what is happening
- development of a support plan (if needed)
- reasonable adjustments or referrals to support services
- monitoring of progress over an agreed period

If progress does not improve despite reasonable support, the matter may be escalated to formal warnings or the Termination of Enrolment process.

Recognition of Prior Learning (RPL)

Credit Recognition and Transfer (CRT)

Recognition of Prior Learning (RPL) is where existing skills and knowledge are recognised as equivalent to those taught in a formal education setting for the purposes of awarding credit toward a qualification. These skills and knowledge may be gained through work, independent study and/or informal learning and life experience.

Credit recognition and transfer (CRT)

CRT is where credit you gained towards a qualification is recognised by another institution. CRT generally describes credit from formal learning that has been provided and credentialed by a tertiary provider.

If a student believes they are competent in the learning outcomes detailed in the module they are enrolled in, they can apply for RPL or CRT.

Recognition is granted as a result of identifying and assessing their previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for RPL / CRT the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program.

Then, in consultation with the trainer a student should:

1. Obtain a CRT / Exemption application form from the manager. Make an appointment for an interview.
2. Decide which module(s) are to be recognised.



3. Provide an Evidence Portfolio in line with the Assessment Criteria in the module information. All Exemption Form applications must be supported by previously gained original certificates/ qualifications and the transcripts of study/training.
4. Support documentation such as qualifications gained overseas and recognised and validated in New Zealand is also advised.
5. All application forms are submitted to the manager with attached documentation copied and verified that original documentation has been sighted.
6. The application form will be processed, and you will be interviewed, and recognition application will be discussed. If sufficient evidence to support your recognition claim has not been documented, you will be advised of further requirements.
7. If your application is not supported by sufficient documentary evidence and you wish to be assessed by Exercise Academy an assessment date and time will be arranged which is convenient for you.
8. Arrange for a direct practice observation of your competence if applicable.

Evidence for recognition of prior learning/ credit transfer and/or current competencies may include:



Students seeking recognition are provided with:

- Application forms listing module name and number.
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Students may receive full recognition or “high standing” for the competencies required for a course or module. “High standing” recognises attainment of some but not all competencies for the course or module. Students are initially self-assessed against learning outcomes and assessment criteria of relevant modules.

Certification

If recognition is granted, the results of your recognition application will be recorded, and certification issued in accordance with the school procedures.

Student Guidance and Support

Staff at Exercise Academy will work with you to see what your needs are while you are studying. Should the team be unable to help you they will help you to find someone who can



You will be able to access the Code of Pastoral Care through the website and through your online course. This will provide you with a variety of agencies, help lines, advice centres etc. We want to make sure you get whatever support you need.



**We are here to help you every step of the way.
Just reach out!**

The designated contact person for international learners is:

Name: Mattia Ravanelli

Role: CFO & International Learner Support Lead

Phone: +64 272 800 239

Email: mattia@sobl.ac.nz

Support and Welfare

Studying in a new country can be exciting but also challenging. Exercise Academy provides a range of support services to help you succeed academically, socially, and personally.

These include:

- one-to-one support from tutors
- wellbeing and pastoral care support
- assistance with personal issues
- referrals to external services
- reasonable adjustments for learning needs
- support for disability or impairment
- guidance on accommodation, budgeting, and daily life
- help accessing community groups and cultural networks
- mental health support pathways
- social activities and opportunities to connect with others

If you need help at any time, please reach out. We are here to support you every step of the way.

Services, Support and Facilities Available to You

Services, Support and Facilities Available to You

Exercise Academy provides a range of services to support your learning, wellbeing, and success.

These include:

- academic support from tutors
- pastoral care and wellbeing support
- referral to external agencies when specialist help is needed
- access to online learning tools and resources
- access to gym facilities during practical components
- first aid support when on campus
- assistance with navigating life in New Zealand

Our team is here to support you throughout your studies. If you need help, please reach out — we are always available.

Health and Safety Procedures

All persons on school premises must observe the following safety rules:

Safety

Do nothing that:

- causes danger to you or others .
- damages the building or equipment
- could cause a fire e.g., matches, smoking, etc.
- interferes with the fire extinguishers and safety systems.

First Aid

As the programme is online there will be little if any need to visit the offices. However, if you do, if you are ill and need to leave the building tell your tutor and they will make sure that you can get to a doctor if necessary. If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to your tutor or to the EXERCISE Academy staff to be formally documented.

A first aid kit is stored in the reception area. If in doubt, ask a staff member. The office staff have their First Aid Certificates.

In your own work placements, you must follow that organisation's first aid and safety guidelines.

Emergency Contacts and Useful Information

- Emergency Services (Police, Fire, Ambulance): **111**
- Healthline: **0800 611 116**
- Immigration New Zealand: **0508 558 855**
- iStudent Complaints: www.istudent.org.nz
- Mental Health Crisis Line: **0800 800 717**

Reporting Wellbeing or Safety Concerns

If you experience or witness a wellbeing issue, safety concern, or behavioural incident, please report it as soon as possible. You can speak to:

- your tutor
- the Programme Coordinator
- the International Learner Support Lead
- any staff member you feel comfortable approaching

Examples of concerns include:

- feeling unsafe or overwhelmed
- bullying, harassment, or discrimination
- mental health concerns
- unsafe behaviour by others
- threats or aggressive behaviour
- personal issues affecting your study

When a concern is reported, Exercise Academy will:

- respond promptly to ensure your safety
- provide support or referrals
- document the concern in accordance with the Incident & Wellbeing Reporting Procedure
- follow up to ensure the issue is resolved

Serious or repeated behavioural concerns may be escalated to the Misconduct and Disciplinary Procedure or the Termination of Enrolment process.

Critical Incidents and Emergency Support

A critical incident is a traumatic event or serious situation that affects your safety or wellbeing. This may include:

- serious injury or illness
- missing persons
- threats to safety
- natural disasters
- severe mental health episodes
- death of a student or staff member
- incidents requiring police involvement

If a critical incident occurs, Exercise Academy will:

- respond immediately to ensure your safety
- contact emergency services if required
- notify your emergency contact (where appropriate)
- provide support and guidance
- assist with insurance claims
- provide referrals to external agencies
- document and review the incident

If you experience or witness a critical incident, please contact us immediately. We are here to support you.

Evacuation

Evacuation notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial evacuations will be conducted from time to time, and you must follow all of the instructions of the safety warden.

If there is a continual ringing alarm

1. Immediately evacuate the building using the stairs, depending on the location of the fire.
2. The fire warden will advise that the area is fully evacuated.
3. Make your way to the site Assembly Point, which is near the road, in the back car park, facing the ocean.

Serious Injury

1. Call for assistance
2. Call the ambulance (111)
3. If machinery or equipment is involved, turn it off.
4. Give appropriate first aid and comfort the person
5. Do not put others or self in unnecessary danger
6. Report the situation to the Exercise Academy personnel

Bomb Threat

1. Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located
2. Call police (111)
3. Act according to the advice of the police
4. If advised by police, instigate the emergency evacuation plan.

Earthquake

1. Keep calm – allow time to think
2. Take cover – Exercise quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
3. Watch for falling debris and other overhead objects
4. Do not attempt to run outside
5. Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.
6. After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

1. Switch off the power supply.
2. Follow “serious injury” procedure referred to above.

Robbery

1. Co-operate with the robber.
2. Remain calm.
3. Take no personal risks.
4. Observe (person’s features, height, build, clothing etc.).
5. Call the police (111).
6. Notify management.

Gas Leak

1. Notify management, who will then notify gas engineers.
2. If necessary, follow the fire and explosion procedure set out above.

Student Code of Conduct

Exercise Academy expects all learners to uphold high standards of behaviour, integrity, and respect throughout their studies. These expectations ensure a safe, inclusive, and supportive learning environment for everyone.

1. Professional Behaviour

Learners must:

- behave respectfully toward staff, peers, visitors, and members of the public
- participate actively in learning activities
- follow tutor instructions and safety guidelines
- communicate in a courteous and appropriate manner
- use school facilities, equipment, and online platforms responsibly

2. Respectful and Inclusive Conduct

Learners must:

- treat others with dignity and respect
- contribute to a culturally safe and inclusive environment
- avoid behaviour that is discriminatory, harassing, or bullying
- respect diverse cultural identities and perspectives

3. Academic Integrity

Learners must:

- complete their own work honestly
- avoid plagiarism, cheating, collusion, or fabrication of information
- follow assessment rules and instructions
- seek clarification if unsure about academic expectations

4. Attendance, Engagement, and Progress

Learners are expected to:

- attend scheduled classes (online or face-to-face)
- engage actively in learning activities
- meet assessment deadlines
- respond to communication from staff
- participate in support or intervention plans when required

5. Health, Safety, and Wellbeing

Learners must:

- follow all health and safety instructions
- behave in ways that do not endanger themselves or others
- report hazards, incidents, or wellbeing concerns promptly
- refrain from attending class under the influence of drugs or alcohol
- use gym and practical spaces safely and responsibly

6. Use of Technology and Online Platforms

Learners must:

- use the Learning Management System (LMS) appropriately
- avoid misuse of digital platforms, including harassment or inappropriate content
- protect their login details and personal information
- comply with privacy and confidentiality requirements

7. Property and Facilities

Learners must:

- respect school property and equipment
- avoid damaging facilities or resources
- take responsibility for their personal belongings

8. Behaviour That May Lead to Disciplinary Action

The following behaviours may result in disciplinary action:

- repeated non-attendance or disengagement
- academic misconduct
- aggressive, threatening, or unsafe behaviour
- harassment, bullying, or discrimination
- misuse of school property or facilities
- breaches of health and safety rules
- serious breaches of school policies

9. Escalation to Disciplinary or Termination Process

Serious or repeated breaches of this Code may be escalated to the Misconduct and Disciplinary Procedure or the Termination of Enrolment process. Learners will be informed in writing and given the opportunity to respond, in accordance with natural justice. All decisions relating to escalation or termination will be documented in the learner's file.

Student Rules & Regulations

Students are expected to arrive to online sessions or face to face session on time and to fully participate in class including teamwork activities, group discussions, presentations, role playing exercises, problem solving and logic as well as the more traditional teaching/ learning methods. Students must also complete self-directed learning and homework assigned by tutors.

<p>Your progress</p>	<p>In the event that you are unable to attend a specified session, face to face or online, you are expected to let your tutor or reception know.</p> <p>You are expected to meet all assessment due dates as this will help you to achieve your goals to complete your qualification.</p>
<p>Eating and drinking</p>	<p>This is to be no eating or drinking (except water in a capped bottle) during session times. No food or drink is permitted in the gym. Time is allocated throughout the day for breaks; these times are displayed throughout the premises.</p>
<p>Smoking</p>	<p>Smoking is not permitted inside buildings. Please smoke outside and NOT near the entrance to the building. Note that smoking is banned in most buildings in New Zealand.</p>
<p>Alcohol</p>	<p>If you use drugs or alcohol on the premises during any sessions or come to a session under the influence of drugs or alcohol, you will face disciplinary procedures or be withdrawn from the course.</p>
<p>Aggressive or illegal behaviour</p>	<p>Aggressive and/or illegal behaviour is not tolerated. Any reports of offensive, aggressive or illegal behaviour or harm caused (mental or physical) to a member of staff, other students or visitor while attending this course will be investigated.</p> <p>If required, as a result of that investigation, a disciplinary interview which may lead to suspension and/or withdrawal from the course will be held.</p>
<p>Valuables</p>	<p>Please be very careful of your possessions. Do not leave any of your valuables unattended. The school can take no responsibility for theft or lost property.</p>
<p>Warning letters</p>	<p>For ongoing non-completion of assessments, you may receive a warning letter and invited to meet with staff to discuss your future in the qualification.</p>

Assessment Extensions and Completion Warning

If you need an extension for an assessment task you **MUST** email your tutor with the reason and the date you can commit to submitting it.

If you fail to meet the agreed date you will be required to submit the assessment before your next assessment due date.

If two assessment tasks are not submitted, you will receive an email and a call from the team indicating your missed assignment due dates.

If three assessment tasks are not submitted, you will receive a written message outlining your options to:

- get everything done a.s.a.p. and meet all future deadlines for no additional fees, or
- extend your course for 3 months which will incur a fee of \$500.00, or
- put your completion on hold to a date that works for you, and pay \$25.00 per week for that. You must aim to complete before year end, or
- withdraw fully

Academic Integrity Summary

Exercise Academy expects all learners to uphold academic integrity. This means completing your own work honestly, acknowledging sources correctly, and following assessment rules.

Academic misconduct includes:

- plagiarism
- copying or sharing work
- using AI or other tools to produce work dishonestly
- collusion
- cheating in assessments
- falsifying information

If academic misconduct is suspected, the matter will be investigated in accordance with the Academic Integrity and Misconduct Policy. Outcomes may include resubmission, grade penalties, formal warnings, or escalation to the Termination of Enrolment process for serious or repeated breaches.

Academic Behaviour

It is important that students understand exactly what is and what is not cheating, so committing the act whether intentionally or unintentionally can be avoided.

The following are considered some of the forms of cheating:

1. Getting or giving your assignments/assessments to another person.
2. Using assignments/assessments submitted in previous semesters.
3. Trying to get someone else to do part or all of your assignments/assessments for you.
4. Having someone else do part or all of your assignments/assessments for you.
5. Doing someone else's assignments/ assessments.
6. Copying someone else's work that includes getting content from the web and other sources, not just your classmates.
7. Submitting work that is not completely created by you (*see plagiarism below*)
8. Using notes and illegal material during an assessment
9. Looking at someone else's work during an assessment or asking someone during the assessment for help.
10. Possessing an unauthorized copy of an assignment/assessment.
11. Using technology to get answers during an assessment.
12. Telling someone what answers to enter on their assignments.

Knowing that someone has cheated and NOT telling your tutor about it **is not OK**. This may be difficult for some to comply with, but the school expects that if you know you will encourage those involved to either redo the work legitimately or to inform the school that they cheated. Withholding this information is aiding and abetting cheating and thus you too are cheating



What is Plagiarism?

Plagiarism is defined in the Macquarie Dictionary as 'the appropriation or imitation of another's ideas and manner of expressing them ... to be passed off as one's own'. At Exercise Academy (School of Business), plagiarism is regarded as cheating and is treated with disciplinary action.

Plagiarism includes:

- Quoting, paraphrasing, copying, or in any way using ideas from a published or unpublished source without proper acknowledgment of referencing.
 - Duplicating any work in magnetic form, such as computer readable spreadsheet or Internet material.
 - Submitting work developed jointly with another person without acknowledging this fact.
- Should you be found guilty of any of the above-listed forms of cheating you will receive a warning from the school.

Should you be found guilty of any of the above-listed forms of cheating you will receive a warning from the school.



Deferring, Suspending, or Cancelling Your Enrolment

You may apply to defer or suspend your studies in certain circumstances, such as:

- illness
- bereavement
- personal hardship
- other compassionate or compelling reasons

Exercise Academy may suspend or cancel your enrolment if:

- you breach the Code of Conduct
- you fail to meet attendance or engagement requirements
- you commit serious misconduct
- you fail to meet visa conditions

You will always be informed in writing and given the opportunity to respond.

Termination of Enrolment

Termination of enrolment is a serious action and is only considered when:

- serious misconduct has occurred
- ongoing safety concerns exist
- academic or behavioural issues remain unresolved despite support
- attendance or engagement does not improve after warnings
- visa conditions are breached
- a learner fails to meet programme requirements

Before any decision is made, you will:

- receive written notice of the concerns
- be invited to a meeting to respond
- have the right to bring a support person
- be given the opportunity to provide information or evidence

All decisions follow the principles of natural justice and are documented. International learners will be advised if their visa may be affected, and Immigration New Zealand will be notified where required.

You may appeal a termination decision through the Complaints and Grievance Procedure.

Your Rights as a Student

As a learner at Exercise Academy, you have the right to:

- a safe and supportive learning environment
- fair and transparent assessment
- access to support services
- accurate information about your course
- be treated with respect
- make a complaint or appeal without disadvantage
- access your personal information
- receive clear information about fees, refunds, and policies

Your Responsibilities as a Student

You are expected to:

- attend scheduled learning activities
- submit assessments on time
- behave respectfully and safely
- follow the Code of Conduct
- maintain valid visa and insurance (if applicable)
- keep your contact details up to date
- ask for help when you need it

Your Legal Rights and Responsibilities

Your Legal Rights and Responsibilities

As an international learner, you have important legal rights and responsibilities while studying in New Zealand. You will receive information about:

- your rights under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice
- your obligations under your visa
- how to identify risks when receiving advice or services
- where to seek independent legal or immigration advice
- how to access support if you feel unsafe or unfairly treated

If you are unsure about your rights or responsibilities, please speak with our support team.

Privacy and Access to Records

Exercise Academy complies with the Privacy Act 2020. You have the right to:

- access your personal information
- request corrections
- understand how your information is used
- know who it may be shared with (e.g., NZQA, INZ)

Your information is stored securely and used only for legitimate educational purposes.

If Your Details Change

It is important that we always have your correct contact information. This includes:

- your address
- phone number
- email address
- emergency contact details

If any of your details change, you must notify us **within 7 days**. This is a requirement under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice and, if applicable, your visa conditions.

To update your details, please email: support@exerciseacademy.ac.nz

Complaints Policies and Procedures

Internal and external complaints procedure

Exercise Academy (School of Business Ltd) welcomes any opportunity to make things better for students so if you have any concerns, please let us know so it can be put right. Discuss your concerns with your tutor first and then, if necessary, with the General Manager.

Personal grievances with other learners/students should be resolved outside training hours.

Grievances / Complaints Procedure

- A grievance is a problem that you have with the school. You can see a tutor or a member of the management team.
- If you wish you can express your grievance in writing.
- If your tutor or the member of the management team cannot assist you with your problem, they will refer you to someone who can.
- If you are still unhappy with the result you can take this grievance to the General Manager.
- If you are still unhappy with the result after discussing the matter with the school, you can contact NZQA directly at PO Box 160 Wellington or by telephone on 0800 QAHELP.

External Bodies

If a grievance is unable to be resolved through internal procedures, students are able to seek recourse through the following external bodies.

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal

Serious misconduct

The following is a list of behaviours considered serious misconduct, any instance of which may, following appropriate investigation, result in disciplinary action which may include dismissal. This list is not exhaustive.

Health & Safety

- Actions or omissions of a person causing injury to any other person/s, including violence/assault and also including threats or intimidation towards any other person/s. Provocation will not be accepted as an excuse.
- Unauthorised consumption of alcohol on Company premises or during working hours.
- Possession or consumption of illegal drugs and/or abuse of solvents on Company premises or during working hours.
- Being in an intoxicated state during working hours because of consuming drugs, alcohol, or solvents resulting in inability to adequately/safely perform duties.
- Driving whilst over the legal blood alcohol limit.
- Unsafe behaviour causing risk to any other person/s including misuse of fire or safety equipment.
- Unauthorised carrying or possession of a firearm or weapon on Company premises or during working hours.
- Serious breach of safety policies and procedures

Discrimination/Harassment

- Discrimination or Harassment of any other person/s on grounds such as gender, marital status, sexuality, religion, nationality, disability, age, responsibilities as a carer.
- Any other form of unacceptable behaviour and attitude that offends, humiliates or intimidates another person, including bullying.
- Victimisation of someone for having made a complaint of discrimination or harassment or for having been involved in the investigation of such a complaint.

Property

- Unauthorised removal or unauthorised possession of, or willfully damaging, Company property or the property of any other person/s.
- Unauthorised use or copying of and/or distribution of confidential information, including documents or software.
- Being in an area of the Company without authority.

Work

- Persistent refusal to perform normal duties or persistent refusal to comply with the lawful and reasonable instruction/s of the Company.
- Unauthorised disclosure of confidential information (either business information or personal information).
- Requesting, viewing, storing, downloading and/or distributing objectionable material from the Internet e.g. pornography, cartoons, MPEGs etc.
- Misrepresenting School of Business for personal gain or seeking or accepting unsolicited bribes or inducements.
- Negligence, incompetence, or disobedience seriously jeopardises safety, property or the good conduct of the school's operations.
- Falsification of Company documents or records (including employment applications and time-keeping records), making false claims, declarations or reports.
- Disregard company policies, guidelines, rules or directives whether willfully or unintentionally.
- Using Company property and/or Company time for personal gain or for the gain of an external entity.
- Deliberately or carelessly doing anything that results in poor quality of Company goods or services.

Other

- Actions which bring Exercise Academy/School of Business into disrepute.
- Any other action which by its nature would be regarded as a serious breach of our company values.
- Any other serious breach of Exercise Academy/School of Business' policies or procedures.
- Any other action that, by its nature and in the light of reasonable community standards can be regarded as serious misconduct.

External Support – iStudent Complaints (Dispute Resolution Scheme)

If a concern or complaint cannot be resolved through our internal process, international learners can access an independent dispute resolution service called iStudent Complaints.

This service is free and helps resolve concerns about fees, refunds, contracts, service quality, or any other unresolved issues.

Website: www.istudent.org.nz

Withdrawal and Refund Policy

Purpose of the policy

The purpose of this policy is to provide information to all students, and other interested external stakeholders, about withdrawal and refund policies and procedures that meet the requirements of section 236A of the Education Act 1989.

Policy

Information regarding student fees, refunds and withdrawals from programmes will be displayed in all Student Handbooks and on the website. Students will be advised about Exercise Academy (School of Business) Policy before or at the time of enrolment.

Fee Refund and Withdrawal Conditions

Refund of fees in the case of withdrawal from Exercise Academy courses are detailed below. Please refer to the NZQA Student Fee Refund Entitlements Flow Chart at the end of this section (this is also available on the NZQA website www.nzqa.govt.nz).

Course length between 5 and 13 weeks (35 days – 3 months)

Scenario	Conditions
Withdrawal of learner prior to course commencement or within the first 5 days of course commencement	Full refund less administration fee (up to 10% of course fees) based on actual expenses incurred
Withdrawal of learner after 5 days of course commencement	No refund, unless exceptional circumstances proven
Cancellation by the provider of a course before or during the course	Unexpired portion of fees (determined on a pro-rata basis) refunded
Insolvency, regulatory closure or withdrawal of accreditation of Exercise Academy	According to NZQA Student Fee Protection Rules 2013 and as per Public Trust policies
Termination of enrolment by Exercise Academy	No refund

Course length of more than 3 months (greater than 13 weeks)

Scenario	Conditions
Withdrawal of learner prior to course commencement or within the first 8 days of course commencement	Full refund less administration fee (up to 10% of course fees) based on actual expenses incurred
Withdrawal of learner after 8 days of course commencement	No refund, unless exceptional circumstances proven
Cancellation by the provider of a course before or during the course	Unexpired portion of fees (determined on a pro-rata basis) refunded
Insolvency, regulatory closure or withdrawal of accreditation of Exercise Academy	According to NZQA Student Fee Protection Rules 2013 and as per Public Trust policies
Termination of enrolment by Exercise Academy	No refund

Note: Course Cancellation: School of Business reserves the right to cancel any course due to insufficient demand, unavailability of suitable staff or facilities or any other reason

Protection of Student Fees

Exercise Academy (School of Business) uses a Trust account with Public Trust for the protection of fees paid by students. Public Trust is an approved provider of Student Fee Protection services by NZQA.

Fees paid by students are directly deposited into a Public Trust student trust account. Fees for each student are accounted for separately. The Public Trust releases funds to the Exercise Academy (School of Business) throughout the duration of the course, each month after the student receives tuition. The monies are audited separately on an annual basis.

The student fees trust account protects the fees for the whole length of a course. In the unlikely event that Exercise Academy (School of Business) is unable to complete delivery of the course, students will be reimbursed for the weeks of the course that cannot be delivered. In addition, Exercise Academy (School of Business) will help the student to enroll with another provider offering a similar course. Details of credits gained towards a qualification will be transferred to the new provider.

How Your Fees Are Protected

Exercise Academy uses an approved Student Fee Protection mechanism to ensure your fees are secure. This protects you in the event of:

- provider closure
- programme closure
- financial failure

You will either receive a refund or be placed in an equivalent programme.

Withdrawal Process

Students wishing to withdraw from courses must complete the Course Withdrawal Request Form and make an appointment with the Academic Manager to discuss their withdrawal, any refund of fees, and any other implications that may apply.

Refund Requests are approved or declined by the Managing Director, or nominee, based on the refund and

withdrawal policy detailed above. Requests for refunds, beyond the refund period, will be considered at the discretion of the Managing Director or nominee.

Voluntary Closure or Course Cessation

In the event that the School of Business voluntarily closes or ceases to offer a course in which students are enrolled, a refund of at least the amount of a pro-rated fees rate will be made to the affected students within 5 working days from the date of the closure or cessation.

Administration Fee for Early Withdrawal

In the event of a withdrawal of a learner prior to course commencement or within the first 8 days of course commencement of the Level 4 New Zealand Certificate in Exercise, the learner will receive a full refund of fees paid less \$50.00 administration fee

For more information go to <https://www2.nzqa.govt.nz/about-us/rules-fees-policies/nzqa-rules/student-fee-protection-rules-2022/>

Appendix – List of Key Policies

The following policies support your rights, responsibilities, and wellbeing while studying with Exercise Academy:

- Learner Information Policy
- Student Support & Wellbeing Policy
- Health & Safety Policy
- Complaints & Concerns Procedure
- Attendance & Engagement Policy
- Withdrawal & Refund Policy
- Student Fee Protection Policy
- Critical Incident & Emergency Procedure
- Code of Conduct
- Pastoral Care Process
- Insurance Verification & Checklist Procedure

These policies are available on request or through your online course platform.

