

General Info for Students

Student Handbook 2017



Table of Contents

Getting Started.....	3
Student Services.....	4
Concerns, Complaints, Harassment	6
General UCOL Info	7
Health and Safety.....	10

Getting Started

Welcome to UCOL.

This handbook is designed to help you get settled into life at UCOL, and to act as a reference guide to help you find the information you might need throughout the year.

Because we know your student experience involves more than what goes on in the classroom, this handbook highlights the range of services available to you. For example, if you want to hone your research skills, our library staff can help. If you are an international student feeling a little overwhelmed by your new environment, International Student Support is here for you.

Throughout this handbook you will see references to the student intranet student.ucol.ac.nz. We strongly recommend you become familiar with the intranet as this is where you access things like your student email and timetable.

You'll also find references to UCOL policies, procedures and statutes throughout this handbook. These policies and procedures set out the way UCOL operates, and they apply to all students. You can use the student intranet student.ucol.ac.nz to find the most up to date policies, procedures, guidelines and forms. They are located in [Policies and Procedures](#) under the heading [UCOL Info](#).

UCOL starts each semester with a powhiri and we invite you to attend. The powhiri is a traditional Māori welcome ceremony. It may involve kaikaranga (being called and led onto campus), kaikōrero (welcome speeches), waiata (singing) and hongī (a traditional Māori greeting in which people press their noses together), all of which are aimed at warmly welcoming students into the UCOL whānau (family). UCOL staff look forward to greeting you there.

Keep an eye on ucol.ac.nz/events for details about the powhiri and orientation week activities.

When you have enrolled you can check your financial statements, personal details and academic results via our secure website <http://sws.ucol.ac.nz>. To check your results go to Academic Details >>Assessment Details>>Paper description.

Student Services

To help you succeed in your studies, we provide services and support in four areas:

- Learning
- Knowledge
- Wellbeing
- Development

Learning Services

If you need some extra help with your studies, talk with our Learning Advisors. They have a wide range of study support skills and will help you to become an independent learner. This includes providing learning assistance to students with disabilities, such as note-taking, sign language, specialised assessments, access to equipment and assistive technology, and liaising with lecturing staff. When you want to access these services please contact learning services staff on each of our campuses, by dropping into the centrally located learning services areas, or by emailing:

Palmerston North and Auckland - Learningservices-Pn@ucol.ac.nz

Whanganui – Learningservices-Wg@ucol.ac.nz

Wairarapa – Learningservices-Wai@ucol.ac.nz

Knowledge Services

Each UCOL campus is equipped with a well-stocked Library. Our Library resources include books, magazines, journals, DVDs, and CDs. The libraries also provide quiet study spaces, computer access, photocopying/printing, and laptop loans.

The Library website student.ucol.ac.nz/library allows you to search catalogues and access a wealth of online resources including eBooks, E-Journals, and article databases.

We know that finding the right information can sometimes be a challenge, so our Library staff can assist you in developing your information management and research skills.

Alternatively you can email the knowledge services team on each campus:

Knowledge-Pn@ucol.ac.nz

Knowledge-Wg@ucol.ac.nz

Knowledge-Wai@ucol.ac.nz

Wellbeing Services

Your physical and mental wellbeing plays a big part in your success in the classroom, and each campus has a specialist staff member who can refer you to organisations that support physical, mental and spiritual health.

Palmerston North - Free counselling sessions are available to students at Amesbury Counselling Service following a referral from the Senior Advisor Wellbeing Wellbeing-Pn@ucol.ac.nz. If you would like an appointment, contact can be made by either email or text 022 0678 394. Students under 24 years old can access free doctor, nurse, and counselling appointments at the Youth One Stop Shop across the road from the campus.

Whanganui - Youth Services Trust provides UCOL students with free doctor, nurse and counselling appointments. Please email Wellbeing-Wg@ucol.ac.nz if you would like to access these services.

Wairarapa – A Counsellor is available to students on campus. Please email Wellbeing-Wai@ucol.ac.nz for an appointment.

Auckland – contact the Senior Advisor Wellbeing in Palmerston North in the first instance Wellbeing-Pn@ucol.ac.nz, or text 022 0678 394.

It's normal to sometimes feel overwhelmed by what life throws at you, so if you do feel as though you need someone to talk to, our staff are more than happy to chat.

Development Services

We have a number of services that provide practical, social and cultural support to student groups.

International Student Support

UCOL staff are experienced in looking after the needs of international students and follow the New Zealand Government Code of Practice for the pastoral care of international students. Our international student support team provide international students with information and advice about living in New Zealand and studying at UCOL.

24/7 telephone numbers:

Palmerston North: +64 21 324 826

Whanganui: +64 21 241 0052

internationalsupport@ucol.ac.nz

Transition Coordinators and Youth Guarantee Advisors

Some programmes have Transition Coordinators who provide pastoral care and literacy and numeracy support, as well as helping to develop career pathways. Ask your lecturer if your programme has one and who to contact.

Youth Guarantee Advisors provide specialist pastoral care to our younger students enrolled in Youth Guarantee programmes. These advisors will “walk” alongside Youth Guarantee students to guide them while they are at UCOL.

Māori & Pasifika Student Support

UCOL provides academic, cultural and social support for Māori and Pasifika students in support of cultural identity, to improve academic success.

To promote kāupapa Māori as a foundation for success, each UCOL campus has a whānau room or marae available for all students who will support the whānau room kāupapa Māori of manaaki.

Palmerston North - Te Hiringa I Te Mahara, Room 3.0.04

Whanganui - Te Huihuinga, Room E.1.52

Wairarapa - Whakaoriori Marae

Auckland – not available

Concerns, Complaints, Harassment

It’s hard to focus on your studies if you’re unhappy. UCOL has policies and procedures to help address any concerns or complaints you have as quickly as possible. You can give UCOL feedback anytime, whether it is a concern or a compliment, by using the quick form on the home page of the student intranet.

A concern is a matter that is affecting you, is important to you, that may be impacting on your learning, yet is not serious enough to be a formal complaint, and you would like to have it resolved.

If you have a concern relating to your study, it’s best if you do something about it as soon as it arises. In the first instance, you should try talking to the person involved or a lecturer. If that puts you in an uncomfortable position, or if the problem still exists look at the [Student Complaints Policy](#) and [Procedure](#) on the student intranet.

Two other important policies to make sure you enjoy a safe study environment are [Student Harassment/Bullying Prevention Policy](#) and [Student Harassment/Bullying Prevention Procedure](#).

General UCOL Info

Te Atakura

At UCOL we prefer a relationship based approach to our teaching practices, and have an initiative called Te Atakura, based on research into what makes an effective teacher. Through our Te Atakura approach we believe students and teachers enjoy an improved educational experience and outcomes. The main focus is on listening to students experiences of education in order to create a more positive learning environment. You will see Te Atakura Coaches observing classes and they will discuss teacher/student interactions with you.

AS@U

The Association of Students at UCOL (AS@U) is your student union and its offices are in The Gap Arcade, King Street, Palmerston North. The Student President can be contacted on Student.President@ucol.ac.nz and is based in Palmerston North. AS@U also has representatives on each campus.

AS@U provides advocacy and representation for students at UCOL and on a national level. The Student Union also organizes fun events and initiatives that you can get involved with. Check out AS@U on [Facebook](#).

Student Ambassadors

There is the opportunity to volunteer to be a Student Ambassador, learning about leadership and contributing your ideas to help improve the experience for students at UCOL. Contact the AS@U Student President for more information.

Computers, WiFi, Printing and Photocopying

UCOL computers are available to all students and you can also access UCOL's free WiFi network, UCOL iConnect when on campus.

Printers are usually located in the computer labs, learning hubs, student studios and the libraries. There is a charge for all printing and photocopying. You can top up your printing/photocopying credit anytime by going to the Student Information Centre in Palmerston North and Whanganui, reception or the learning hub in Wairarapa, and via the eftpos machine in the staff studio in Auckland.

For more information check out the [Information Technology](#) page of the student intranet. You can also check out the [Computer Use Policy](#).

ID Cards

Keep your student ID card with you at all times. You will need your ID card to access some specialist rooms, check out material from the library, and top up your printing/photocopying credit. If you need a replacement card, please talk to our friendly staff at the Information Centres.

Message of the Day

Whenever you log into a computer on campus, you will see the Message of the Day. Reading the Message of the Day is a good way to stay up to date about events and activities that are happening on campus, and other important student-related information.

UCOL on Social Media

You can connect with UCOL on a variety of social media platforms. Use them to share your views, find out about events, and keep up to date with the latest UCOL news.

Facebook: facebook.com/UCOLNZ
facebook.com/UCOLWairarapa
facebook.com/WhanganuiUCOLNZ
facebook.com/UCOLInternational
facebook.com/UCOLHairBeauty

Twitter: twitter.com/ucolnz

Instagram: instagram.com/ucolnz

LinkedIn: linkedin.com/company/ucol-universal-college-of-learning

Parking

You are able to park in UCOL campus car parks all day, as long you display a parking sticker which you can get from the Information Centres. Some car parks are free, and for some there is a small charge of \$1-\$2. We recommend you respect any no-parking zones, particularly beside nearby businesses, as you may be towed away.

Free Buses

UCOL students are entitled to free travel on Palmerston North and Whanganui urban bus services. You just need to show your current student ID card as you board.

Between the Palmerston North and Whanganui campuses there is a free bus for students to travel to classes on another campus. More information is available on the student intranet, but generally the bus leaves in the morning and returns after classes at the end of the day.

Smoke Free Campus

Smoking is not permitted on any UCOL campus or UCOL owned or leased facility, which includes:

- All buildings, including balconies
- All outdoor areas on site including UCOL designated car parks
- Vehicles owned, leased or used for work purposes by UCOL

This [Smoke Free Policy](#) applies seven days a week, 24 hours a day.

Alcohol, Illegal Drugs, and Substances

All students are required to comply with the law as it relates to the use and possession of illegal drugs and the abuse of substances.

You may be excluded from class or any UCOL related activity if a staff member believes you are under the influence of alcohol, drugs or any other substance that could impair your judgement or behaviour. This may lead to suspension from your programme or even to having your enrolment cancelled. The Police will be notified of any illegal activity related to the use or possession of drugs or substances on campus.

For more information, see UCOL's [Alcohol Policy](#) and the [Drug Free Campus and Substance Abuse Policy](#) on the student intranet.

Graduation

Graduation ceremonies are generally held in March each year. You will need to apply to graduate once you have completed your programme. You will be sent an application form with your academic record at the conclusion of your study.

If you have any questions about UCOL's Graduation events please contact the administrator for your facility:

- Faculty of Humanities and Business: w.oswin@ucol.ac.nz.
- Faculty of Health and Sciences: s.drysdale@ucol.ac.nz.
- Faculty of Engineering and Applied Technology: j.trow@ucol.ac.nz.

Health and Safety

All staff and students are responsible for ensuring that they work in a manner which is safe to themselves and to others, and must comply with the requirements of UCOL, Faculty and programme health and safety policies, procedures, guidelines, codes and standards.

Hazards

If you come across any health and safety hazard at UCOL report these promptly to your lecturer, or in his/her absence, to any UCOL staff member.

If your class is going on a trip away from UCOL, your lecturer will complete an off-site trip or activity plan and will discuss this with the class prior to the trip.

Fire and Earthquake Emergencies

In the event of fire:

- Sound the nearest fire alarm
- Evacuate the building immediately – do not run and do not use the elevator/lift
- Assemble at the assembly point as advised on the Emergency Evacuation Procedure poster on the wall of each room
- Do not leave the assembly point or re-enter the building until given the all clear by Fire Services personnel

In the event of an earthquake:

- Take cover
- Stay clear of windows
- Do not go outdoors
- Evacuate buildings when given the all clear and take all your personal belongings with you

All evacuation procedures are displayed at main entrances on all floors of all buildings. Please familiarise yourself with these routines.

Emergency evacuation routes, fire alarms, fire equipment and electrical switchgear must remain tidy and free from obstacles.

Your lecturers will explain emergency evacuation procedures during orientation. If in doubt – ask.

Evacuation of Mobility Impaired Students

If you have a disability that makes it difficult for you to exit the building in the event of an emergency, please alert your lecturer. They will plan emergency evacuation arrangements with you to suit your situation.

Accidents

All accidents, fires, 'near misses', and instances of known or suspected occupational ill health must be reported using an Incident Report Form. Your lecturer will help you to access and fill in this form. Reported accidents/incidents will be investigated and any necessary remedial measures will be implemented as appropriate.

Accidents/incidents of a serious nature must be immediately reported to a lecturer.

First Aid

In the event of any emergency requiring an ambulance, immediately call 111. Remember to state the precise location and nature of the emergency. Then contact your nearest lecturer.