



Rules and Regulations

2026 version 1.1 (Comes into effect 22 July 2026)

In this document:

- "You" means the enrolled ākonga / student; and
- "We" means The National School of Aesthetics / Te Kura Whakaoho ā Roto ā Waho

You can find more information:

- On our Web site, www.nasa.co.nz/; and
- On our Student portal, www.nasa.co.nz/students/; and
- In the Student Handbook, available for download at www.nasa.co.nz/downloads/#student-handbook

1 General Rules and Regulations

1.1 Arrival and Departure

1. Aim to **arrive** for your class:
 - a. No earlier than 30 minutes; and
 - b. No later than 15 minutes:Before your class is scheduled to start.
2. If you do **arrive late** for class, please be aware:
 - a. We may not allow you into your class.
 - b. We may not allow you to sit your assessment, if scheduled for that day.
 - c. We may give you a fail mark for your missed assessment due to arriving late.
3. You should **not miss class for a personal appointment**, when and where it can be avoided.
 - a. See www.nasa.co.nz/students/during-your-course/absenteeism/ for more information.
4. You should **not leave school during your normal class times** without telling your tutor.
 - a. If you leave without telling your tutor, we may mark you absent for the entire day or period.
 - b. This absenteeism is taken off your non-medical absenteeism.
5. We provide **each lesson at least once**. While we may try to assist you in catching up, we are under no obligation to repeat the lesson or make-up that lesson you have missed.
6. You **must** use the **visitors' log system** on the tablet on reception when:
 - a. You are **not** attending class but you are on campus, even for a short visit.
 - b. You have a person or people with you as guests, visitors, models, or clients (you must sign them each into the system; you do not need to sign in yourself if your attendance is recorded on the roll call).
 - c. This system is in place so we or any emergency responder can determine who is in the building if there is a natural disaster, fire, accident, or other event and possibly rescue or account for everyone.

1.2 School Uniform Regulations

1. You must wear your **regulation uniform** without variations unless approved by the Head of Education. Every day you attend class, you must wear:
 - a. Regulation tunic or shirt.
 - b. Plain black business dress slacks with normal to boot / slightly flared cut. They **must not be**:
 - i. Tight-fitting or extremely flared slacks
 - ii. Jeans leggings or haram pants
 - iii. Any length other than full length (e.g., 3/4 or 7/8 pants)

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- c. Plain black dress shoes with flat-soles, closed-toes and closed-heels.
 - i. They **must** be slip-on, soft-soled, and made of sturdy leather.
 - ii. They **must not be** fabric shoes and **must not have** laces or high heels.
 - d. Plain black dress socks or black / neutral / mid-tan knee-high pantyhose.
2. You have the option of wearing a plain black button-up **cardigan**, subject to approval by the Head of Education.
3. You must be **neatly presented** at all times.
 - a. Keep your uniform ironed, tidy and clean.
 - b. Keep your shoes clean.
 - c. Ensure you do not wear jewellery. (Exceptions are listed below).
4. The **jewellery** you can wear is limited to a wedding band.
 - a. You should not wear other rings, bracelets, bangles, necklaces, watches or other jewellery.
 - b. These restrictions are for health, safety and hygiene reasons.
 - c. We bear no responsibility if you or your client are injured, tattooed, disfigured or otherwise injured as a result of non-compliance with this rule.
 - d. There can be exceptions and exemptions to this rule due to legitimate reasons. See point number 8 in this section.
5. The **piercings** you can wear are restricted.
 - a. All students are allowed to wear 1 pair of small ear studs (1 stud in each ear) that can be easily removed before and during treatments, if required.
 - i. This pair can be in the lobe or top of the ear.
 - b. All students should **not** wear "dangly" earrings or earrings larger than small ear studs.
 - c. Nose piercings, facial piercings, belly-button piercings, et cetera, must be removed or covered (situation dependent) while in uniform (or when acting as a client) before, during, and after class for health and safety reasons as well as to meet the uniform and appearance requirements.
6. Your **hair** must be kept within regulation guidelines to prevent it interfering with your work (for health, safety and hygiene reasons).
 - a. Your hair should not fall forward when you are working on a client.
 - b. Long hair should be tied back or held back with a plain, appropriate hair tie or other hair accessory.
 - c. Long bangs or fringes should be secured so they do not interfere with your eyesight.
7. Your **nails** should be clean and short (for health, safety and hygiene reasons).
 - a. If you are enrolled in any programme **other** than the New Zealand Certificate in Nail Technology:
 - i. You should not wear nail polish to school; and
 - ii. You should not have false nails.
 - b. If you are enrolled in the New Zealand Certificate in Nail Technology:
 - i. You may be allowed to wear nail polish to school; and
 - ii. You may be allowed to wear false nails.
 - iii. Your tutor will let you know when this is or is not acceptable.
8. We may allow **exceptions** to some of these rules or variations to the uniform requirements for students in certain programmes or for students with certain legitimate cultural or religious requirements, e.g., hei-tiki.
 - a. The Head of Education or their delegated person (e.g., tutor) will approve these on a case-by-case basis.

1.3 Breaks, Food, Drinks and Forbidden / Restricted Items
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1. We will notify you of any **breaks** during your school day.
 - a. Breaks generally run 10 to 15 minutes long.
 - b. We will tell you when to return to class; do not return to the classroom during breaks unless a tutor instructs you otherwise.
2. **Food and drinks:**
 - a. Are only allowed in designated break rooms.

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- b. Are not allowed to be consumed in reception, common, areas or classrooms. (Drinks in cups should not be carried outside to drink.)
 - c. Should not emit lingering or unpleasant odours.
 - d. Should be thrown *empty* into an appropriate garbage receptacle when you are finished with them.
- 3. You cannot bring or use **illegal drugs, alcohol, knives, weapons or firearms** on or near campus.
 - a. If you break this rule, you may face disciplinary actions or police intervention.
 - b. We will sometimes allow wine or other light alcohol on special occasions; a director or senior staff member will okay this.
- 4. If you **smoke or vape**, and you wish to smoke or vape, you must do this off of the school property / grounds.
 - a. No smoking or vaping is allowed within 100 meters of the school.
 - b. Dispose of any cigarette butts and other litter in a thoughtful and ecologically friendly way.
- 5. Your **cellular phone** and **any other devices transmitting on the cellular network** must be **turned off or put in flight (non-transmitting) mode** while inside the building.
 - a. Do not take your cellular phone into class. The tutor reserves the right to confiscate your cell phone if you disobey this rule. (In extreme circumstances, the Head of Education may authorise phones in class.)
 - b. Transmitting devices can interfere with our equipment and cause injury or death to a student(s) and / or client(s) receiving treatment.
 - c. If your phone is on and transmitting, and we become aware of this, we reserve the right to ask you to leave class to comply with this rule.
 - d. If you need to use your cellular phone or other device transmitting on the cellular network, you should do so outside the building.
 - e. We bear no responsibility if your cellular-transmitting phone or device causes injury, disfigurement or worse to a student, staff member, client, and / or member of the public.

1.4 Personal Belongings

- 1. Do not bring **your valuables** to school.
 - a. We bear no responsibility for loss, theft or damage to your valuables if you bring them to school.
- 2. Do not take **jackets, coats, handbags, purses, carrying cases or other non-school items** into class.
 - a. We supply coat racks and hangers for jackets and coats, and storage areas for bags.
- 3. You should bring all your **school-related books and supplies** to class every day unless instructed otherwise by the Head of Education or senior staff member.
- 4. We supply storage areas for **your bags**.
 - a. Use only one cubbyhole per person.
 - b. Do not leave items at school overnight.
 - c. We will:
 - i. place any items left behind in the lost and found area
 - ii. hold any valuable items left behind in one of our officesfor three (3) months or until the items are claimed, whichever comes first.

1.5 With Regards to the School
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- 1. After you are finished using the premises, we require you to **return them to a clean, usable state** in the best possible condition.
 - a. You may need to vacuum, dust, clean, empty rubbish or perform other duties.
 - b. If you have moved furniture (like chairs), you need to place it back in its correct place.
 - c. You may need to clean up any litter on the floor and mess on any tables in the Great Hall.
 - d. Rubbish bins must be emptied into the skip outside the building, **not** into other rubbish bins inside.
 - e. This includes areas such as the dispensary, Great Hall, changing room, main corridor, and other areas.

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2. Although you are paying to attend the school, you should **treat our equipment with the utmost care and respect**.
 - a. We may ask any student or person found to be abusing, mistreating, breaking or rough-handling equipment to pay for repairs or replacement.
3. If we receive a **telephone call or message for you**, we will try to pass it on to you, but we bear no responsibility if you do not receive it.
4. You must clear brining **visitors to school** with either the Head of Education or a senior staff member.
 - a. All visitors **must** sign in using the visitors' register on the tablet in reception when they arrive.
 - b. Each visitor must sign in whether they are in the building for 1 minute or 1 day.
5. You must report **breakages, damage, spills, injuries, and malfunctions** to your tutor or a senior staff member immediately.
6. If you ride a **bicycle** to school, please speak to our Student Liaison Officer on where we can store the bike.
 - a. You may need to leave the bicycle outside the front door near the handicap carpark space.
7. You should **arrive and leave the premises quietly**.
 - a. Please do not yell, run, jump, or perform other actions that may disturb those of us working in the building or our neighbours in our area.
8. You should **conduct yourself professionally and ethically** every time you are in your school uniform, whether you are on campus or out in public.
 - a. You not only act as our ambassador but also represent our graduates and your classmates.
9. Our **behavioural guidelines** are listed in the Student Handbook and on our Web site at www.nasa.co.nz/students/during-your-course/behavioural-guidelines/

2 Attendance and Absenteeism

You can find additional information about **attendance** and **absenteeism** in our Student Handbook or on our Web site:

- Attendance: www.nasa.co.nz/students/assessments/attendance/
- Absenteeism: www.nasa.co.nz/students/during-your-course/absenteeism/

2.1 General Attendance and Absenteeism

1. You have paid us to provide you with **lessons and assessments**, and we have laid out these lessons in daily, term, and programme-long timetables. If you are absent due to reasons other than documented medical illness, documented bereavement or other extenuating circumstances, we will have supplied the lesson(s) as per our end of our contact with you.
2. We and our governing bodies require you **attend a minimum number of hours** during your training with us. See section 2.4 – Absenteeism Waymarks – for further information.
3. You must **report absenteeism** each day you are away.
 - a. Report your absenteeism at least 15 minutes prior to your class starting time.
 - b. Leave a message with the person answering the phone, via voice mail or by text to the school cell phone. (Leave your full name and class number.)
 - c. If you are going to be away for more than one day in a row, and you know how long you are going to be away from class, you can gain clearance using the Application for Planned Absence Form (if planned) or by telling the Student Liaison Officer (unplanned, i.e. illness) to report your absence once in that period of time.
 - i. Example: If you know you are going to be away for 3 days, you can tell us this and, if we approve it, you only have to report it once.
 - d. If you do not report in absent for a day you have an assignment due or you are scheduled to sit an assessment, we may give you a zero (0) or fail mark, regardless of if you supply a medical certificate.
 - i. We reserve the right to waive this in extreme cases.

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- e. If you do not report in absent, do not reply to us and do not attend class for three (3) consecutive class days, we may contact your next-of-kin to check-in on your health, safety and well-being.
 - f. If you do not report in absent, do not reply to us and do not attend class for five (5) consecutive class days, we are legally required to report you to StudyLink and / or other government agencies as not meeting programme requirements (where you are funded through StudyLink and / or other government agencies).
 - i. StudyLink may freeze or ask for immediate repayment of your student loan and / or allowance.
 - ii. Getting your funding reinstated can be quite difficult, so we highly suggest you keep the lines of communication open with us and you are honest with us about your situation and intentions.
4. If you are **approaching** or have **exceed the maximum hours** off allowed for your programme, we may consider this a serious breach of the rules and regulations, and we may make you take corrective actions as a result.
- a. We may issue written or verbal warnings.
 - b. We may bar you from sitting some or all of your qualifying school examinations and / or your international qualifying examinations (without refund) and / or leave the programme (without refund).
 - c. There may be limited to no opportunities for you to make-up lost time.
 - d. We do not consider arriving early before class or staying behind after class as making-up lost time.
 - e. We approach this matter on a case-by-case basis.
5. You must use the Application for Planned Absence form for all **planned absences**, and you must submit the form to the Head of Education.
- a. The absence is only approved when the Head of Education signs it off.
 - b. The absence may be taken off your absenteeism allowance.
 - c. Our approval of your absence does not indicate we are counting you as present while you are away.

2.2 Medical Absences

1. If you are absent for **medical reasons**, you must substantiate this with a valid medical certificate or similar written document from your GP or medical professional for it to count against your approved absences (up to a certain amount).
- a. A practicing doctor or medical professional can issue a valid medical certificate, which must state:
 - i. The doctor has seen you, examined you, or been reported to by you; and
 - ii. The date of examination or consultation; and
 - iii. In the doctor's opinion, you are unable to attend work or course; and
 - iv. The day(s) the medical certificate covers; and
 - v. The recuperation time (if any); and
 - vi. The date you can return in the doctor's professional opinion.
 - b. You need to supply your medical certificate or other evidence to the **Student Liaison Officer** within seven (7) days of returning from that absence.
 - i. Do **not** give the document to a tutor.
 - c. You need to check with the Head of Education about which classes or subjects you missed during your absence and actively see out ways to ensure you catch up / are up-to-speed.
 - d. Our senior management may consider your medical certificates and / or leave up to and above your maximum time allowed off on a case-by-case basis.
 - e. Regardless of how many medical certificates and hours you have off, our governing bodies and we require you to meet a minimum number of training hours before you are eligible to sit your qualifying examinations and / or gain your certification.

2.3 Bereavement Absences

1. We separate out **bereavement leave** from your absenteeism allowance, but there are limits to how much time you can have off. The Holidays Act 2003 and its subsequent amendments states:
- a. You can miss three (3) days maximum for bereavement if your relationship with the deceased is one of the following:

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- i. Spouse or partner
 - ii. Parent
 - iii. Sibling (brother or sister)
 - iv. Child (including the miscarriage or stillbirth of your child)
 - v. Grandparent
 - vi. Grandchild
 - vii. Spouse's parent
- b. If your relationship with the deceased is **not** one of the above, you must discuss having time off with the Student Liaison Officer **before** you take the leave.
- i. If approved, the Act allows you to have one (1) day off.
 - ii. The Act encourages us to consider certain things in relation to approving bereavement leave.
 - iii. We do approach this on a case-by-case basis though.
- c. We require **evidence** of bereavement to grant you bereavement leave. You can prove this by submitting:
- i. An obituary from the newspaper with a short note from you outlining your relationship with the deceased; or
 - ii. The programme from the funeral with a short note from you outlining your relationship with the deceased; or
 - iii. Another means of proof or evidence we outline to you.
- d. If you do not provide evidence of a legitimate bereavement and / or if you exceed the time allowed in the Act, we may count the time off or additional time off against your normal absenteeism allowance.

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2.4 Absenteeism Waymarks

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

Beauty Certificate	Nail Technology	Beauty Diploma	Waymark
5	2	2	Absenteeism alert Approaching general absenteeism limit
10	5	5	Absenteeism concern – AAA meeting required - Standing at general absenteeism limit - Holding a required Academic and Attendance Action (AAA) plan meeting
Requires medical certificate or approved absence from this point forward			
10+	5+	5+	Academic and attendance interventions - Monitoring and revisiting AAA plans - Discussing individual cases and evidence at Academic Committee meetings - If absenteeism remains excessive, discussing remaining options: - Staying in the programme and not qualifying; or - Withdrawing from the programme

Days missed always count. This includes:

- Sick days
- Medical appointments
- Personal or family emergencies

The only exception: approved, documented bereavement leave as per the law.

3 Assessments and Grades

You can find additional information on **assessments and grades** in the Student Handbook or in the Assessments section of our Web site here: www.nasa.co.nz/students/assessments/

3.1 Grade Categories and Calculations

1. You will need to be at or under the **maximum hours allowed off** to pass your programme. See 2.4 for further details on the maximum absenteeism hours allowed for your programme.
2. We calculate your **final grade** in the following way:

Assessment Type	Final Grade %	Minimum Pass %
Attendance	You must meet the minimum required hours to pass.	
Daily Assessments	10%	90%
Assessments	90%	60%
Total	100%	

3. All assessments are compulsory, so you **must complete all assessments** to pass the programme.
4. All projects must have a **NaSA Assignment Cover Sheet** completed and submitted with them.
5. If you **miss an assessment** for a **legitimate documented reason** (e.g., illness, bereavement), your missed assessment does not count as an attempt at that assessment.
 - a. You must have reported your absenteeism as per 2.1.3.
 - b. You must have supplied a legitimate documented reason (as per 2.2.1 or 2.3.1) for your absenteeism from the initial assessment.
 - c. You must sit your missed assessment at the next available opportunity. You may be taken out of class to do this.
 - d. If your assessment is one that needs to be handed in (e.g., project), this is due the first day you come back from your absence.
6. If you **fail an assessment**, you will need to resit the assessment and pass it to pass your programme.
 - e. You are entitled to one (1) resit opportunity per assessment where a reasonable attempt has been made on the first try of the assessment.
 - f. The maximum mark you can achieve on the resit is the minimum pass mark of 60%.
 - g. You must have made a legitimate attempt to sit and pass your assessment on the first try (e.g., answered all the questions in a theory assessment).
 - h. You must sit your failed assessment at the next available opportunity. You may be taken out of class to do this.
 - i. If you do not pass your assessment on your second attempt, we may consider another assessment attempt for you; however, you may need to pay a fee for resitting any assessment beyond the second attempt.

3.2 Late Assessments (including Assignments, Projects, Case Studies, and Portfolio Work)

In this instance, assessments refer to:

- Assignments
 - Projects
 - Case studies
 - Portfolio work
1. As per rule 3.1.3, all assessments are compulsory, so you **must complete all assessments** to pass the programme.
 2. If you need an **extension**, you must apply for the extension five (5) days or more prior to the due date.

- a. You **must** make the request for an extension **directly to the assessor via email**.
 - b. There must be extenuating circumstances for us to consider an extension.
 - c. The assessor will deal with extension requests on a case-by-case basis and has the right to seek input from other members of our team to come to a decision.
3. As per rule 3.1.6, if you **fail the assessment** on the first attempt (this includes not handling the assessment in), you must resubmit your assessment to a passing standard on or before the due date assigned by the assessor.

4 Disciplinary Issues, Policies and Procedures

You can find additional information on **disciplinary procedures** and **behavioural guidelines** in the Student Handbook or on our Web site here: www.nasa.co.nz/students/during-your-course/behavioural-guidelines/

4.1 General Disciplinary Compliance Issues

1. We will attempt to inform you of your **non-compliance** with our rules, regulations, policies and / or procedures.
 - a. Initially, we may advise you how to correct the non-compliance.
 - i. Non-compliances can lower your assessment grades.
 - b. If you are still non-compliant, we may advise you of your non-compliance again. This may be a verbal or written warning.
 - c. If you are still non-compliant after 3 warnings, we may take further action such as suspending or expelling you.
2. If you demonstrate **seriously disruptive or threatening behaviour**, we reserve the right to:
 - a. Suspend you while an investigation is conducted; and / or
 - b. Expel you without a refund when the evidence against you is clear and / or triangulated.
3. If you have a student loan and / or student allowance, **StudyLink requires us to notify them if you are no longer meeting programme requirements**. They may then revoke access to or freeze your student loan and / or student allowance until you start meeting programme requirements again.

4.2 Misrepresentation and Academic Dishonesty

1. If you have seriously and / or knowingly **misrepresented** yourself in your application and / or your enrolment and / or your assessment(s), we reserve the right to terminate your application and / or your enrolment (expulsion) without refund.
2. **Serious misrepresentation**, in our opinion, includes (but is not limited to):
 - a. Withholding information about a serious medical condition; or
 - b. Withholding information about a learning condition; or
 - c. Providing us with information you know is not true; or
 - d. Forging documents and / or signatures; or
 - e. Cheating, colluding, falsifying, and / or plagiarising; or
 - f. Any combination of the above; and / or
 - g. Any additional areas we consider as misrepresentation.
3. See the **Academic Integrity** policies and procedures for more information on cheating, colluding, falsifying and plagiarising, and our responses to these actions, in the Student Handbook or on our Web site at www.nasa.co.nz/students/during-your-course/academic-integrity/
4. **Students who are caught cheating, colluding, falsifying and / or plagiarising** will gain a fail mark for that assessment, face disciplinary action, may suspend you while an investigation is conducted and / or may be expelled without refund.
 - a. We may be required to notify the New Zealand Qualifications Authority about this serious breach. They may take further action or take the matter to the relevant authorities.

4.3 Corrective Actions

1. If you are **not meeting programme requirements**, we may ask you to undertake a student action plan.
 - a. A student action plan outlines any corrective (to correct non-compliant behaviour) and / or preventative (to prevent non-compliant behaviour) measures you must undertake.
 - b. You may need to sign this action plan to indicate you will comply with it.
2. If you **do not comply with your student action plan** and / or do not take steps to rectify the non-compliance, we may:
 - a. Attempt to enforce the original action plan through disciplinary procedures; or
 - b. Renegotiate another action plan; or
 - c. Guide you to receive help or assistance from an external agency or agencies; or
 - d. Ask you to meet with senior management; or
 - e. Take no further responsibility for your non-compliance (at the risk of you failing the programme); or
 - f. Use a combination of the above measures; and / or
 - g. Use other corrective, preventative and / or non-compliance measures.
3. See **student action plans** in the Student Handbook or on our Web site for further information here:
www.nasa.co.nz/students/during-your-course/behavioural-guidelines/#student-action-plans

4.4 Non-Payment of Outstanding Invoices or Debts

1. If your programme fees, extra expenses or any other invoices or debts becomes **overdue**, we reserve the right to suspend you from attending classes until you pay the outstanding debt.
 - a. We reserve the right to waive suspension in extreme cases.
2. If your overdue programme fees, extra expenses, or any other invoices or debts remain **owing or outstanding / unpaid**, we reserve the right to pass this debt on to a debt collector.
 - a. You will responsible for any additional charges or fees the debt collector adds.
 - b. We will inform you of this in writing.
 - c. Interest may be charged at a rate identified by the debt collector.

4.5 Theft and Restricted Items

1. In the unlikely event where we **suspect you have stolen our property or stolen property we rent or lease or brought restricted items on our campus or grounds**, we reserve the right to contact the authorities (Police, et cetera) to intervene.
 - a. If you have stolen another student's property, and the Police or other authorities are contacted, we will co-operate in any investigation as best as we can.
2. If you are **caught stealing or bringing restricted items on our campus or grounds** with sufficient evidence to support this, we may suspend you or expel you from your programme without a refund.

5 Feedback and Complaints

Please see www.nasa.co.nz/complaints/ for the most current version of **Feedback and Complaints** procedures.

We use the following terms in this section:

- “You” means the person with feedback or a complaint; and
- “We” means “The National School of Aesthetics”; and
- “In writing” is defined as:
 - A signed and dated letter where the signature matches the signature on file (where available) or on ID
 - An email from an email address that matches the email address on file
 - *Please note: You need to make sure your written complaint goes to the correct person. For example, the Student Liaison Officer should not receive a written complaint about a tutor or the Head of Education as the Student Liaison officer is a) not in the education team and b) neither a tutor’s or the Head of Education’s superior. This is your responsibility.*

Feedback

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

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

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

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

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

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

We also seek out feedback through:

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

In contrast, a complaint usually:

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

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

Complaints Procedure

If you want helpful external advice on working with an education provider to resolve a complaint, we highly recommend reading NZQA's [Concerns about an education provider page](#) on their Web site.

Before You Go Through the Complaints Procedure

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

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

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

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

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

Types of Complaints

Complaint or Dispute about an Academic Matter

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

Examples of complaints or disputes about academic matters:

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

Informal Complaint or Dispute about an Academic Matter

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

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

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

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Formal Complaint or Dispute about an Academic Matter

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

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

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

Complaint about a Team Member

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

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

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

Complaint about an Informal Matter

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

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

Examples of complaints about an informal matter include:

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

Most complaints should fall under this category.

Complaint about a Serious Matter

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

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

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Examples of complaints of a serious matter include:

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

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

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

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

Types of Investigations

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

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

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

Informal Investigation

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

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

No Action

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

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

Formal Investigation

If we feel the complaint is serious, we should:

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

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Outcome or Resolution

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

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

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

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

We also may seek:

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

If You Are Not Satisfied with the Outcome

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

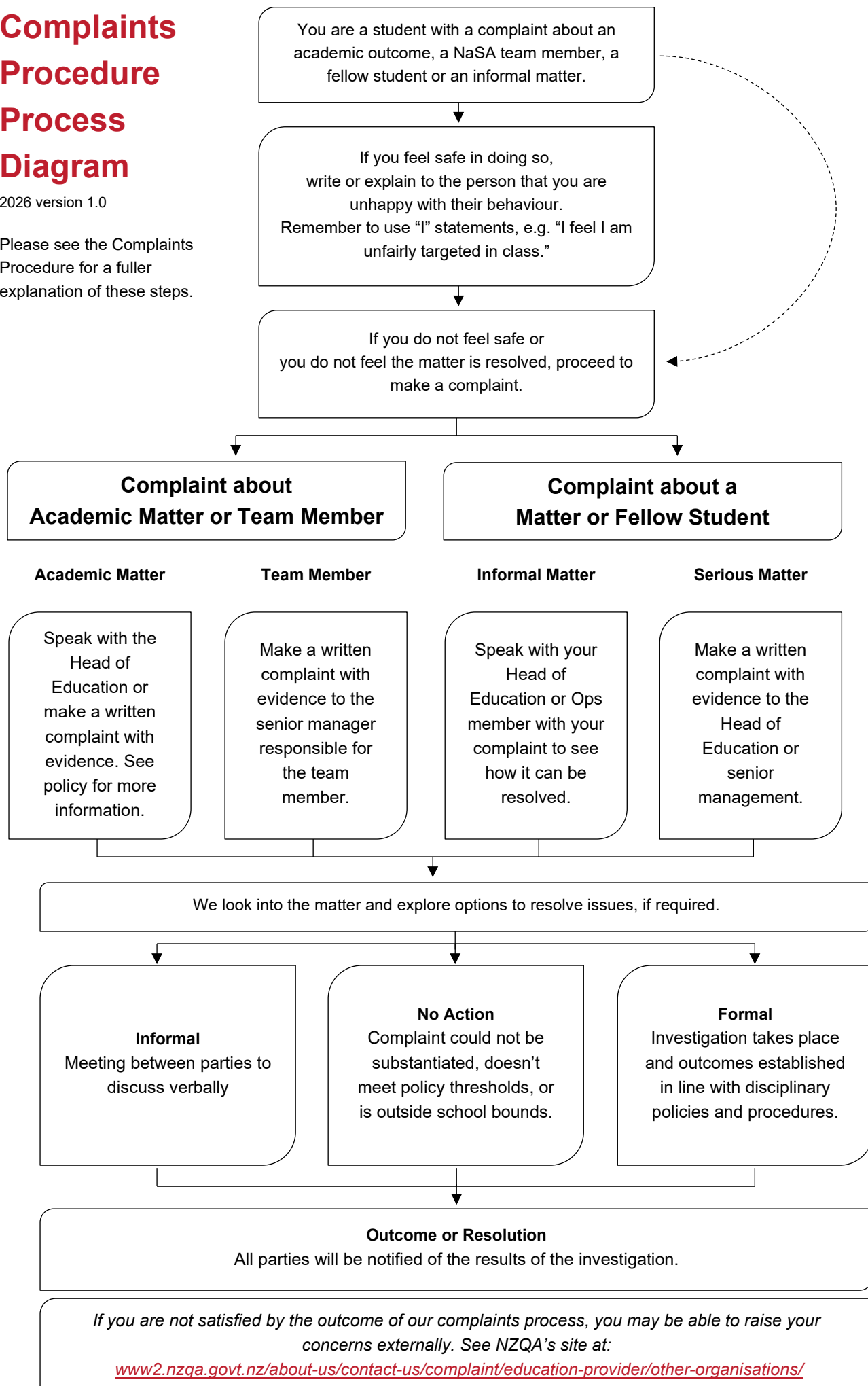
1. You can ask for a reconsideration if you have further evidence that could support your complaint or you feel could change the outcome of your complaint.
 - a. If your complaint was informal, you can escalate this by making it a formal complaint (in writing) to the appropriate team member.
 - b. If your complaint was formal, please submit further evidence in writing.
 - c. This basically follows the same process as established in this procedure.
 - d. Reconsiderations should only be undertaken where the process appears not to be followed or the decision appears to be contrary to or unsupported by the evidence.

If you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's [website](#) provides useful information about the avenues available to you.

Complaints Procedure Process Diagram

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



6 Withdrawal and Refunds

Please see www.nasa.co.nz/withdraw/ for the most current version of **Withdrawal** and **Refund** procedures.

- If you want to withdraw your enrolment from courses in your programme or your programme, you are required to complete the Withdrawal Form.
- You can download the Withdrawal Form from the Withdrawal page on our Web site: www.nasa.co.nz/withdraw/
- We strongly suggest you speak to the Student Liaison Officer first to discuss any issues you may be having before you withdraw.

Withdrawal Policy and Procedure **Your Withdrawal**

Completing Your Withdrawal

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

Your completed Withdrawal Form	- Must be fully completed and bear your own signature (real or electronic) - Available from www.nasa.co.nz/withdraw/ or from us - Can be filled in electronically using Adobe Acrobat Reader on a PC or laptop
Your Public Trust Refund Form (if applicable)	- Only if you are eligible for a refund and have paid with your own money or an organisation other than StudyLink and / or WINZ has paid on your behalf - Must be fully completed and bear your own signature - Available from us as we must receive and fill out the bank account number for the refund to go to (Where you have paid by student loan and are eligible for a refund, we will process this for you; you may not need to fill out the Public Trust Refund Form)
Written evidence of medical, visa non-approval, or hardship reasons (if applicable)	- For a withdrawal due to medical reasons, supply a letter or medical certificate from a qualified medical practitioner, stating: - he or she has seen you - in his or her qualified medical opinion, you are medically unable to start or continue the programme you are enrolled in - For a withdrawal due to student visa non-approval, supply written evidence from Immigration New Zealand to support this reason. - For a withdrawal due to hardship or other reasons, supply written evidence to support your reasons.

Please see the Definition of Terms section in the Student Handbook for the definition of the terms "programme" and "course".

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What Is Not a Withdrawal

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

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

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

Informing StudyLink

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

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

Submitting Your Withdrawal

You must submit:

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

either:

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

immediately after you decide to withdraw.

You **should not**:

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

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

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

Individual Course Starting Dates and Final Withdrawal with Refund Dates Are in the Course Fees and Withdrawal Dates Document or Your Application and Enrolment Form

In the Course Fees and Withdrawal Dates document relevant to your intake or your Application and Enrolment Form, you will find:

- Course starting dates for each of the courses within our programme(s) you are studying; and
- The last date you can complete withdrawal for each of those courses and gain a refund in-line with our Withdrawal and Refund Policies and Procedures.

Please consult one of these documents for those dates.

If You Do Not Withdraw

The "last day of attendance" is defined as the last day a student was present in / attended class on campus.

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

Please note that you may be responsible for paying:

- any course fees due where:
 - your study has passed the refund period; and
 - you have attended those courses; and
 - you have not paid them in full; and / or
- any course related costs due where:
 - you are in possession of the items; and
 - you have not paid for them in full.

No-Show on the First Day of the Programme and Non-Attendance within the First Week of Your Programme

If you:

- do not show up for the first day of the programme; and
- do not attend within the first week of your programme;

we will:

- cancel your enrolment in your programme; and
- automatically refund your student loan and / or WINZ payments to StudyLink and / or WINZ, possibly less any money we are allowed to keep under the law; and / or
- where you have paid fees yourself, hold those fees in Public Trust until you complete a refund form with the bank account you nominate to receive the refund from.

Unless there were extraordinary circumstances preventing you from starting and attending the programme, we will not consider re-enrolment at a later date.

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

If you:

- do not attend the programme for five (5) days in a row; and
- do not contact us about your absenteeism; and

if you hold a:

- student loan; and / or
- student allowance; and / or
- any WINZ support:

we will report your delinquency, as required by law, to StudyLink and / or WINZ. This may result in a decrease or cessation of living costs or other personal payments made to you by StudyLink and / or WINZ.

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

If you do not complete withdrawal within the seven (7) calendar days after leaving your programme:

- We may send you a reminder you have not withdrawn from the programme.

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

If you do not complete withdrawal within fourteen (14) calendar days after leaving your programme:

- We may assume you have **abandoned your programme**.

We will:

- Notify StudyLink and any other Government bodies.
- Notify you we consider you have abandoned your programme.
- Cancel your enrolment if you do not respond within 72 hours after our email or letter. our notification.

If you owe us money, we may:

- Pursue that debt, including through a debt collector, which may incur additional fees, interest, and / or financial penalties.

Termination of Enrolment

Termination of enrolment is where we cancel your enrolment and remove you from your programme due to behavioural, disciplinary, non-attendance (with non-communication), unacceptable academic progress and / or other serious issues.

We should confirm your termination of enrolment in writing.

We should:

- Notify you of our intention to terminate your enrolment with reason(s); and
- Allow you the opportunity to respond with any evidence to counter those reason(s) for us to consider cancelling our notice of intention to terminate your enrolment; and
- Make a decision and either:
 - Notify you of the termination of your enrolment; or
 - Establish how to re-engage you with your studies and notify you of this.

If we terminate your enrolment, we may:

- Not refund you for the courses within the programme you have already started; and / or
- Require you pay in full for the courses within the programme you have already started and the associated course related costs if you have not paid some or all of these by the time we terminate your enrolment.

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Refund Policy

- We only make **refunds** falling within the refund periods specified by law.
- You must usually complete a formal withdrawal for us to process a refund for the courses you have already started in your programme, if eligible.
- We will not issue refunds of course related costs where you have taken possession of the items.
- Please see your Application and Enrolment Contract Part Two or Appendix 2 in the Student Handbook for course start dates for specific courses within your programme.

The refund periods defined by law are:

Domestic student	Between the date of your enrolment and 11:59 PM on the 8th calendar day of the course starting date of the course(s) within your programme (the course starting date counts as day 1)
International student	Between the date of your enrolment and before 11:59 PM on the 10 th business day after the course starting date of the course(s) within your programme

We will try to process your refund (where allowed within this policy) within fourteen (14) days of your completed withdrawal or non-attendance. To complete any refund of your own monies paid, you will have to complete the Public Trust Refund Form correctly with all information associated with your nominated bank account.

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

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

Domestic Students Refund Policy

If you withdraw, you abandon your programme, or you do not show up for your first day and we cancel your enrolment as a result:	Between the date of your enrolment and 11:59 PM on the 8th calendar day of the course starting date of the course(s) within your programme (the course starting date counts as day 1)	The 9th calendar day after the course starting date (counting the start date as day 1) and any day after that
You will get back:	Any monies paid towards the course(s) within your programme, less \$500 or 10% of the total paid, whichever is the lesser.	No refund.

Refund of Student Loans, WINZ Payments, Scholarships, and / or Payments Made by Other Organisations on Your Behalf

Refund of Student Loans and / or WINZ Payments

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

- StudyLink; and / or
- Work and Income New Zealand (WINZ); and

Within the refund period, you:

- Withdraw from your programme; or
- Abandon your programme; or
- Do not show up for your first day of your programme and we cancel your enrolment as a result:

We will attempt to:

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- Automatically refund all fees paid to the appropriate organisation(s), less \$500 or 10% of the total amount paid from all sources, whichever is the lesser.

Refund of Scholarships and / or Payments Made by Other Organisations on Your Behalf

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

- An organisation issuing you a scholarship; and / or
- Any other organisation; and

Within the refund period, you:

- Withdraw from your programme; or
- Abandon your programme; or
- Do not show up for your first day of your programme and we cancel your enrolment as a result:

We will attempt to:

- Refund all fees paid to the appropriate organisation(s), less \$500 or 10% of the total amount paid from all sources, whichever is the lesser; once
- You have completed the Public Trust Refund Form indicating the appropriate bank account numbers to complete the refund correctly.

Refunds of Government Subsidies Paid Directly to Us

Government subsidies paid directly to us, like the Delivery and Learner Components of the United Funding System, are not given or refunded to the student on withdrawal.

International Students Refund Policy

If you withdraw, you abandon your programme, or you do not show up for your first day and we cancel your enrolment as a result:	Between the date of your enrolment and before 11:59 PM on the 10 th business day after the course starting date of the course(s) within your programme	The 11 th business day of the course(s) started within your programme and after
You will get back:	Any monies paid towards the course(s) within your programme, less \$500 or 10% of the total paid, whichever is the lesser.	No refund.

Refund Due to Immigration New Zealand Not Approving Student Visa

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

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

You cannot attend class if you do not have a valid student visa.

If you withdraw (in writing, using the Withdrawal Form) and supply written evidence of visa denial:	Between the date of your enrolment and before 11:59 PM on the 10 th business day after the course starting date of the course(s) within your programme	The 11 th business day of the course(s) started within your programme and after
You will get back:	Any monies paid towards the course(s) within your programme, less \$500 to cover the administration of your enrolment.	No refund.

Refund Due to Cancellation of Programme Intake

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

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

Refund Due to Permanent Programme or Permanent School Closure

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

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

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

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

Withdrawal and Refund Procedure Diagram

