



**The National School
of Aesthetics**



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Student Support and Welfare

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

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Student Support

Support From Within The National School of Aesthetics

What Each Division Can Help You With

Support From the Operations, Management and Administration Team

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

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

Support From the Education and Training Team

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

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

Additional Tuition and Assistance

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

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

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

Peer Study Groups

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

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

Online Study Groups

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

- Snapchat
- Facebook
- Messenger
- WhatsApp

In-Person Study Groups

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

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

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

Combination of Online and In-Person Study Groups

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

Student Wellbeing Checks

Our Education and Teaching Team undertake one-on-one ākonga / student wellbeing checks once a term. During these meetings, you can discuss any issues you feel you would like to talk about. Sometimes, we can help you, refer you internally or externally to someone who can help, or make our team aware of how this might be impacting your studies. You can share as much or as little as you would like during these wellbeing checks. You can request a further wellbeing check above and beyond once a term if you feel you need one. Wellbeing checks are not compulsory.

Meeting with a Team Member

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

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

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

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

Student Council

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

Student Action Plans

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

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

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

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

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

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

Students with Disabilities, Medical Conditions and / or Learning Conditions

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

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

Learning Conditions

This affects you if:

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

Before the programme, you should:

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

During the programme, you may need to:

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

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

Physical and / or Mental Conditions

This affects you if:

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

Before the programme, you should:

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

During the programme, you may need to:

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

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

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

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

Support From Outside The National School of Aesthetics

We are a small education provider with limited resources, so we may be unable to assist you directly with some issues. You can find a list of external organisations that can help with a wide range of issues in [Appendix 4 of the Student Handbook](#).

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

Student Welfare

Physical and Mental Wellbeing While Studying

Keeping Fit and Healthy

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

Eat Healthy and Eat Well

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

Exercise Regularly

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

Sleep Can Be Your Friend

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

Using Electronic Devices Safely

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

Engage with Your Friends and Family

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

Be Mindful

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

Your Mental Health Is Just as Important as Your Physical Health

- Find something you enjoy doing and take out time to do it.
- Practice mindfulness.
- Write a journal if you feel that can help you.
- If anxiety, depression or other mental health issues arise, and you feel you can't handle it, contact one of the professional organisations listed in [Appendix 4](#) for advice and guidance.

Add Structure to Your Day

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

Medical Information

Medical Centres

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

Two easy to access medical centres are:

Tend Hagley Park

(formerly High Street City Health)

Unit 9 / 62 Riccarton Road

Riccarton

Christchurch

(03) 341-8780

www.tend.nz/locations/tend-hagley-park

The Christchurch Doctors

148 Hereford Street

Christchurch

(03) 366-3391

www.thechristchurchdoctors.co.nz

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

Te Tahī Youth

Unit 1 / 25 Churchill Street

Christchurch

(03) 943-9298

www.tetahiyouth.org.nz

Urgent Care Services

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

401 Madras Street

Central City

Christchurch

Phone: (03) 365-7777

www.pegasus.health.nz/24-hour-surgery

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

Moorhouse Medical Centre

3 Pilgrim Place

(right off Moorhouse Avenue)

Christchurch

(03) 365-7900

www.moorhousemedical.co.nz

Riccarton Clinic

4 Yaldhurst Road

Upper Riccarton

Christchurch

(03) 343-3661

www.riccartonclinic.co.nz

Emergency and Urgent Medical Advice

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

Healthline (General)

0800 611 116

<http://info.health.nz/services-support/online-phone-healthcare/healthline>

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

Pharmacies

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

These three pharmacies are:

Unichem Moorhouse

Avenue

3 Pilgrim Place
Christchurch
(03) 365-7905

Unichem Riccarton Clinic

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

Unichem Bealey Avenue

212 Bealey Avenue
Christchurch
(03) 365-1234

Pharmacies located in shopping malls usually also have extended hours.

Sexual Health

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

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

Sexual Wellbeing Aotearoa (formerly Family Planning Association)

(07) 810 6610 (Client Contact Centre)

www.sexualwellbeing.org.nz

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

When a person has, or tries to have, unwanted sexual relations with you, it could be construed as rape, sexual assault or abuse. If you do not want to have sex with the person, say “no”. If you are attacked or threatened, contact the Police and report the incident. You can find contact information for sexual assault services in [Appendix 4](#).

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

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

Keeping Safe

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

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

General Information About Emergency and Non-Emergency Numbers

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

Keeping Yourself Safe

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

Keeping Your Possessions Safe

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

Keeping Safe Via Text Messaging

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

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

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

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

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

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

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

Health Study Habits

What Type of Learner Are You?

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

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

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

Study Habits That Are Highly Effective

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

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

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

Your Study Area

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

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

Need Immediate Help?

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

Foodbanks in Canterbury

Society of St Vincent de Paul

www.svdpcanterbury.nz/

(03) 389 7484

admin@svdpcanterbury.nz

Christchurch City Mission

www.citymission.org.nz

276 – 284 Hereford Street

0800 787 855

0800 Hungry

www.0800hungry.org

0800 486 479

Salvation Army – salvationarmy.org.nz

Aranui

34 Portsmouth Street

(03) 388 1072

aranui.corps@salvationarmy.org.nz

Belfast

808 Main North Road

(03) 323 8257

christchurchnorth.corps@salvationarmy.org.nz

Central

853 Colombo Street

(03) 366 8128

christchurchcity.corps@salvationarmy.org.nz

Hornby

23 Manurere Street

(03) 349 6268

hornby.cm@salvationarmy.org.nz

Linwood

177 Linwood Avenue

(03) 389 3723

linwood.cm@salvationarmy.org.nz

Rangiora

12 Ashley Street

(03) 313 2370

rangiora.corps@salvationarmy.org.nz

Sydenham

17 Southampton Street

(03) 331 7483

sydenham.corps@salvationarmy.org.nz

Work and Income New Zealand

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

www.workandincome.govt.nz

0800 559 009

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

Other Services

See [Appendix 4](#) in this document for other services or search the internet if not covered here.