

STUDENT CODE OF RIGHTS

Students of Toi Ohomai can expect that the Institution's staff will:

1. Uphold students' mana and show respect, including demonstrating:
 - sensitivity towards difference in ethnicity, culture, age, gender, religion, sexual orientation, background and individual levels of ability, and
 - zero tolerance towards any form of harassment, discrimination, coercion, intimidation or violence by staff or other students.
 - In the instance of Sikh Kirpan, this must be kept under clothing and not visible in public at all times.
2. Provide access to information through:
 - the Institution's website, e-Learning platform, Facebook page and other social media
 - course outlines, timetables and programme handbooks
 - the Institution's libraries and on-line library resources, and
 - access to personal records and official information pursuant to the Privacy Act 1993.
1. Provide study and career advice and guidance including information on refund policies, course requirements and costs, prior to enrolment.
2. Provide course information prior to commencing study including: learning outcomes, study commitments, assessment deadlines and weightings, timetables, textbooks, practical requirements and any other course requirements.
3. Deliver competent and effective teaching, learning facilitation and class management.
4. Ensure a reasonable workload and allocation of study time relating to any one course.
5. To an extent that is reasonably practicable, provide:
 - an up-to-date and well-resourced learning environment
 - a safe, clean, healthy and comfortable learning environment
 - library facilities, information and communications technology, personnel and resources to help students to achieve the learning outcomes of their programmes of study, and
 - access to computers outside class hours.

1. Provide fair, valid and reliable assessment tasks which specifically assess the learning outcomes of the course.
2. Ensure return of assessment results and other constructive feedback in a timely manner.
3. Deliver fair and honest and timely decisions with regards to academic outcomes (i.e. assessment grades, accuracy of translations, reconsideration, resubmissions, resits and reassessment opportunities, and/or the right to appeal an academic decision).
4. Provide access to members of staff at reasonable times to discuss issues relevant to their study.
5. Maintain an effective model of student representation to ensure students have a say on matters that directly affect them including student input into teaching and course evaluation.
6. Maintain an effective model of student advocacy.
7. Ensure effective access to the official complaints procedures of Toi Ohomai.

