



NZ DIPLOMA in Child Protection

Student Information

The following student information is specific to the New Zealand Diploma in Child Protection.

2021 Dates

	Auckland (venue to be confirmed)	Hamilton
Block 1	15-19 February 2021	22-26 February 2021
Block 2	12-16 April 2021	3-7 May 2021
Block 3	14-18 June 2021	21-25 June 2021
Block 4	2-6 August 2021	9-13 August 2021
Block 5	18-22 October 2021	1-5 November 2021
Block 6	29 November – 3 December 2021	6-10 December 2021

Attendance

Students are expected to attend all sessions and an attendance record will be kept. Child Matters recognises that from time to time events occur which may make it impossible for people to attend a particular session. Child Matters therefore allows a student to be absent for no more than 10% of the time. Students may be absent for up to a maximum of three days over the length of this course. However, students may not miss more than two days in any block. All absences must be for an acceptable reason and agreed to by the course tutor.

If a person is absent for three days in a block, this block will need to be attended at a later date in order to qualify the student to graduate. Any person who believes that exceptional circumstances exempt from this expectation may put their case in writing to Child Matters National Services Manager megan@childmatters.org.nz for consideration. There is no extra tutorial cost to the student to attend a later date.

Assignments

Students are required to complete eight assignments to meet the course requirements.

Assignments will cover the following topics:

- Assignment 1 Cultural Exploration
- Assignment 2 Case Study
- Assignment 3 Scrapbook and Theme Recognition
- Assignment 4 Community Initiative Review
- Assignment 5 Child Advocacy Journal and Report
- Assignment 6 Child Protection Policy
- Assignment 7 Short Answer Test
- Assignment 8 Post Course Report

The above should be undertaken and completed according to the timetable provided at the start of the course.

Students may seek advice from their tutor at any agreed time, and are welcome to submit a draft assignment for feedback before the due date. The assignment must be marked as a draft, and be received by the tutor at least two weeks before the due date. The final copy must be received on the due date. An extension will only be granted in exceptional circumstances, and must be applied for in writing (including by email) prior to the due date. All assignments must be accompanied by a cover sheet.

Students must gain a pass mark in every assignment to meet the course requirements. Students who do not gain a pass mark will have the chance to repeat the assignment (although they may consequently delay the date of their graduation). Resubmission of assignments must be within one month of notification.

Assignments that are handed in late without a pre-arranged extension will lose marks at the following rates:

- Up to one week late – less 5%
- Up to two weeks late – less 10%
- Over two weeks late – less 25%
- NOTE: Assignments over one month late will not be accepted

Assessments

Participants will be expected to successfully meet a number of assessment requirements which may include but are not limited to:

- Class participation
- Assignments
- Group presentations
- Individual presentations

Appeals

Should a student wish to dispute a decision made by Child Matters in regards to assessment results, they are able to formally appeal to Child Matters in the first instance. To do so, the appeal should be made in writing and addressed to:

National Services Manager
Child Matters
PO Box 679
Waikato Mail Centre
Hamilton 3240

Should a student still not be satisfied with the outcome, they may appeal against decisions in writing to:

The New Zealand Qualifications Authority (NZQA)
PO Box 160
Wellington Mail Centre
Wellington 6015

Assignment Grades

To pass an assignment, students must achieve a minimum grade of 60%. Where assignments have an assessment schedule of 'Achieved' or 'Not Achieved', students must successfully achieve all components of the assignment in order to pass.

Handing in Assignments

Assignments forwarded to Child Matters may be emailed, hand delivered, mailed or sent by courier. All assignments must be received on or before the due date.

It is the responsibility of the student to ensure an assignment is received by Child Matters. It is recommended that all assignments are saved and/or photocopied before forwarding, where appropriate. This will provide the student and Child Matters of evidence that the assignment had been completed to a satisfactory standard and can be replicated if required.

Resubmitting Work

Students are given opportunities to resubmit assignments that do not meet required outcomes. All resubmissions must be received within four weeks of the original due date. An assignment can be resubmitted no more than three times.

Awarding the Qualification

To successfully gain a qualification, a student must achieve the following:

- Attendance – Students may be absent for up to a maximum of three days over the length of the course. Students may not miss more than two days in any block
- Completion of in-class presentations
- Successful completion of all assignments

Certificates will be awarded when all criteria have been successfully met and fees have been paid in full. All conditions must be met to achieve the qualification.

Cancellation and Refund Policy

All cancellations must be received in writing, and a Withdrawal From Course form must be completed by the student. Cancellation within fourteen days of the commencement of the New Zealand Diploma in Child Protection will incur an administration charge of 10% of fees paid. After the first eight days of the New Zealand Diploma in Child Protection course commencement, no refunds are considered.

This policy is in adherence with section 235 of the Education Act 1989 that states that domestic students are entitled to a refund if they withdraw from a programme or training scheme if:

- The course is of three months duration or more
- The withdrawal occurs up to the end of the eighth day after the start of a course

A Private Training Establishment must refund an amount equal to the sum of the amount paid less a deduction of the lesser of ten percent of the fees paid or \$500.00.

To request a Withdrawal From Course form, email megan@childmatters.org.nz

Student Fee Protection

Child Matters holds in a Trust Fund money to cover the total maximum liable amount of personal student fees held in advance of completion of programmes or modules. This fund is secured by a Static Trust Deed in accordance with NZQA rules and requirements. The Trustee is BR Legal Trustees Limited, C/- Beattie Rickman Legal, Solicitors, Hamilton.

In the event of a Programme Closure Event (where Child Matters is unable to complete a programme of study for which a student has personally paid fees), the student may seek a refund from the Trust Fund. In such

circumstances, students should contact the Trustee in writing providing their name, address, phone number, programme name, date and course code for which the fees were paid, a copy of their receipt and any other documentation. It is recommended that students attend any meetings arranged for students affected by a closure so that they know what arrangements are being put in place.

Where a third party is to receive any refund of student fees from the Trust Fund, this must be disclosed on the enrolment form.

Student Fee Policy and Acknowledgement

By signing their application to enrol, the applicant is declaring that they are enrolling as a student at Child Matters Private Training Establishment (PTE) and that after signing their application form they cannot withdraw the following authorisation to the Trustee.

The applicant, in signing the application form acknowledges and agrees that:

1. If a Programme Closure Event occurs and the applicant transfers to an Alternative Provider with the approval of the New Zealand Qualifications Authority, any amount agreed by the applicant, up to the Entitled Student Amount attributable to the affected application will be transferred from the Trust Fund to the Alternative Provider;
2. If a Programme Closure Event occurs and the applicant owes money to a Loan Provider in respect of that programme, the Trustee is authorised to repay the tuition fees portion of the Entitled Student Amount attributable to the applicant, less any amount transferred to an Alternative Provider, directly to that Loan Provider to the extent required to settle the amount due to the Loan Provider;
3. Subject to 2 above, if a Programme Closure Event occurs and the Trustee refunds any amount directly to the applicant, the Trustee will refund the Entitled Student Amount attributable to them by way of direct credit to their bank account or cheque posted to the applicant's last known postal address notified to that Trustee;
4. If another party is entitled to receive any refund of the Entitled Student Amount attributable to the applicant, said applicant will provide the Trustees with the contact details of that party (as requirement by the last paragraph below) to which the refund should be sent;
5. Personal information about the applicant and information about the applicant's student fees may be supplied by the PTE to the New Zealand Qualifications Authority, Auditor or the Trustee, and by the Trustee or Auditor to the New Zealand Qualifications Authority;
6. After the payments contemplated in 1-4 above have been made, the Trusts on which the Trustee was holding the Trust Fund will have been discharged;
7. Any interest earned on the Trust Fund prior to payment under 1-4 above will vest in and be payable to the PTE for its own benefit, and the applicant will have no claim to such interest; Capitalised terms used in their Application for Enrolment and these Student Fee policy and acknowledgment note shall have the meaning as defined in the Student Fee Protection Static Trust Deed between the PTE and the Trustee, a copy of which can be made available to the applicant by the PTE and the Trustee ("The Deed");
8. The applicant warrants that details of any third party entitled to receive any refund on account of Student Fees have been disclosed on their Enrolment Application with Child Matters.