



Student Information

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

2024 Dates

Hamilton

Habitat House, 422 Te Rapa Road, Hamilton

Block 1	13-15 February 2024 – Block One includes a noho at a local marae
Block 2	16-18 April 2024
Block 3	11-13 June 2024
Block 4	13-15 August 2024
Block 5	8-10 October 2024
Block 6	26-28 November 2024

Attendance

The NZ Diploma in Child Protection is delivered in a mixture of face-to-face classroom learning and self-directed or online learning:

- Pre-course tasks to be completed prior to the commencement of each block course
- Block courses – face-to-face in-class learning
- Post-course tasks to be completed within the given timeframe

Students are expected to attend all face-to-face sessions. Child Matters recognises that from time-to-time events occur which may make it impossible for people to attend a particular session. Child Matters will work with individual students to ensure they are caught up on missed learning. Absences must be for an acceptable reason and agreed to with Child Matters administration staff prior to the commencement of the block course.

Attendance at regular online tutorials in between block courses is also a part of attendance requirements.

Assessments

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

Assessment will cover the following topics:

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

The above should be undertaken and completed according to the timetable provided at the start of the course. Assessment tutorials will be provided for students.

An extension will be granted in exceptional circumstances and must be applied for via email prior to the due date. All assessments must be accompanied by a cover sheet.

Students must gain a pass mark in every assessment to meet the course requirements. Students who do not gain a pass mark will have the chance to resubmit the assessment.

Handing in Assessments

Assessments must be submitted electronically. They must be received on or before the due date and must be accompanied by a signed cover sheet.

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

Assessment Grades

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

Resubmitting Work

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

Appeals

Should a student wish to dispute a decision made by Child Matters in regard 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

Self-Directed Learning

Self-directed learning is a key part of the requirements for the Diploma and students are expected to participate in a number of self-directed activities which will be reviewed by the tutor and feedback will be given. Child Matters tutors and support staff will be available as required to support students in their learning.

Self-directed learning is made up of:

- Online trainings

- Readings
- Visiting agencies
- Daily questions
- Assessments
- Advocacy
- Online forums
- Evaluations
- Reflective questions

Awarding the Qualification

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

- Attendance at all face-to-face sessions
- Completion of self-directed learning requirements
- Completion of in-class presentations
- Successful completion of all assessments

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

Full payment of the course fees must be received 14 days prior to the commencement of the New Zealand Diploma in Child Protection.

Cancellation or withdrawal up until the 8th day following commencement of the Diploma will incur a cancellation fee of 10% of the course fee for administration costs.

Students who withdraw after the end of the 8th day following commencement will not receive any refund of fees.

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.

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.