

STUDENT CHARTER

Section	Learning and Teaching		
Approval Date	07.10.2008	Approved by	Council and Student Association (SANITI)
Next Review	15.02.2019	Responsibility	Chief Executive
This review	15.02.2016	Key Evaluation Question	1-5

PURPOSE

Nelson Marlborough Institute of Technology (NMIT) acknowledges that the learning needs of students are of primary importance to the institute.

STUDENT RIGHTS

1. To be treated as mature, responsible individuals regardless of age, gender, culture or ethnic origin, sexual orientation, political or religious belief.
2. To receive information about the programme they wish to enrol on, including course objectives, duration, costs and assessment procedures, **before enrolment**; together with information on student support available to them,
3. To have access to information and resources required to enable them to complete their studies.
4. To be assured that all methods of student assessment are valid, reliable and authentic.
5. To be informed of formative assessment results/outcomes and/or to receive feedback of their progress during their programme.
6. To have the workload for any programme or course:
 - i) indicated prior to study
 - ii) appropriate to the level of the programme or course
 - iii) comparable with workloads in other parts of the programme or course
 - iv) that is achievable while still meeting approval or registration requirements.
7. To be given in writing within the first two weeks of commencing the programme, in respect of all internally assessed or examination courses, the following information:
 - i) Subject outline, objectives and assessment criteria.
 - ii) Assessment timetable, textbook/resource list (including e-books) and other course requirements.
 - iii) All policies and procedures relating to students, including complaints and appeal procedures.
 - iv) Processes for contacting tutors and support staff.

8. To have assessments marked and feedback provided within a specified period as described by each Programme Area's protocol or Programme Regulations, and to have access to all assessments after marking.
9. To have adequate revision/study time to prepare for end-of-course examinations after the completion of prescribed course work.
10. To be free from harassment, victimisation and abuse by all members of the NMIT community, including physical, sexual, racial or disadvantaged-based harassment, and verbal abuse.
11. To have access to personal information held by NMIT.
12. To have student representation on, or input to, bodies within NMIT which make policy decisions affecting students.
13. To provide their feedback on courses and programmes including course content and delivery, and to receive feedback from NMIT on actions taken in response to student programme evaluation.
14. To receive effective teaching from competent staff.
15. To be treated in a culturally sensitive and respectful manner by all members of the NMIT community.
16. To have input into all rules and regulations governing the conduct of students within the NMIT learning environment.
17. To have access to Learner Services (academic and support services) which complement guidance offered by tutors, support staff or are self-identified issues including:

for all students:

- Learning assistance
- Counselling
- Financial advice and information on how to access loans and allowances
- Library Learning Centre
- Website access
- Advice regarding IT support
- Student Association

for on-campus students:

- Student amenities
- Access to support services for Māori and Pacific peoples
- Pastoral care for International students
- Equity Coordinator
- Recreational space
- Health Service information
- Accommodation service information
- English language support
- Representatives from students' own cultural or ethnic group within the Institute or local community where possible.

for students with disabilities:

- access to any available support to enable them to participate fully in the learning and social opportunities at NMIT.

18. To have ownership of their work unless otherwise specified by the Programme Area prior to the commencement of work.
19. To lodge complaints within approved procedures without being subject to subsequent harassment or victimisation. The management of the complaint and complaint investigation to be implemented in accordance with the principles of natural justice and the timescales described in [NMIT's Formal Complaints Resolution Procedure](#).

STUDENT RESPONSIBILITIES

1. To act as mature, self-directing and responsible individuals.
2. To abide by the rules and regulations governing student conduct at NMIT.
3. To contribute to a dynamic learning environment at NMIT.
4. To afford respect and consideration for the rights and cultural differences of all members of the NMIT community.
5. To respect the environment and property of the NMIT.
6. To refrain from harassment of other members of the NMIT community including physical, sexual or racial harassment, disability based harassment, victimisation or verbal abuse.
7. To refrain from making unjustifiable allegations against other members of the NMIT community.
8. NMIT will provide the necessary support to enable students to be treated as mature, responsible individuals regardless of age, gender, culture or ethnic origin, sexual orientation, political or religious belief.*

* NMIT will provide assistance to students with intellectual disabilities that enables them to participate in the learning community in a mature, responsible and supported way.

TERM OF THE CHARTER

This Charter shall stand for three years and may be amended by mutual consent within that time.

DISPUTES

Where the Institute and the student or the student's representative fail to agree on any matter contained in this Charter, both parties undertake to use a mutually acceptable independent mediator with an aim to resolve their differences.

REFERENCES

INTERNAL

[Formal Complaints Resolution Procedure](#)

EXTERNAL

Human Rights Act (1993)

PROCEDURE FOR ACTION IF EITHER PARTY BELIEVES THAT THE INTENT OF THE CHARTER IS BEING BREACHED OR NOT ADHERED TO

INDIVIDUAL STUDENT

Initially, the student should approach the person/s who have the authority to rectify the situation. For course-related matters, this might be the tutor, Manager (Programme Area) or Director of Learning.

If the student is dissatisfied with the result, s/he can refer the problem to the Director of Learner Services.

INSTITUTE

The Institute may invoke student disciplinary procedures.