

STUDENT CHARTER

Section	Learning and Teaching		
Approval Date	04.07.2022	Approved by	NMIT Board and Student Association (SANITI)
Next Review	07.06.2025	Responsibility	Chief Executive
This review	07.06.2022	Key Evaluation Question	1-5

PURPOSE

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

STUDENT RIGHTS

1. To be treated equitably as mature, responsible individuals with respect to age, gender, culture or ethnic origin, gender diversity, sexual orientation, socio-economic status, family status, political or religious beliefs, and health conditions or impairments.
2. To receive information about the programme they wish to enrol on, including course objectives, learning outcomes, duration, costs and assessment procedures, **before enrolment**; together with information about student support.
3. To have access to information, resources and wellbeing services required to enable them to complete their studies.
4. To be assured that all methods of student assessment are up-to-date, accessible, valid, reliable and authentic.
5. To be informed of formative assessment results/outcomes and/or to receive feedback of their progress within stated timeframes during their programme.
6. To have summative assessments marked and feedback provided within a specified period as described by each Curriculum Area's protocol or Programme Regulations, and to have access to all assessments after marking.
7. 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) achievable whilst still meeting approval or registration requirements.

8. 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.
9. To be given access to all policies and procedures relating to students, including complaints and appeal procedures.
10. To be shown NMIT processes for pastoral care, contacting tutors, and accessing support services.
11. To have adequate revision/study time to prepare for end-of-course examinations after the completion of prescribed course work.
12. To be free and supported from harassment, victimisation and abuse by all members of the NMIT community, including physical, sexual, racial, or disadvantaged-based harassment, and verbal abuse.
13. To have access to their personal information held by NMIT.
14. To have student representation on, or input to, bodies within NMIT which make policy decisions affecting students.
15. To provide 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.
16. To receive effective teaching from competent staff.
17. To be acknowledged, supported and treated in a culturally sensitive and respectful manner by all members of the NMIT community.
18. To have input into all rules and regulations governing the conduct of students within the NMIT learning environment.
19. To have access to support and independent advocacy services which complement guidance offered by tutors, including:
 - Learning assistance
 - Wellbeing support
 - Counselling
 - Financial advice, including about loans and allowances
 - Website access
 - IT support
 - Independent support and advocacy from the Student Association
 - Student amenities
 - Māori and Pasifika support
 - Pastoral care
 - Equity support
 - Recreational spaces
 - Health Services
 - Accommodation services
 - English language support
 - Representatives from students' own cultural or ethnic group within the Institute or local community where possible.

additionally for disabled learners:

- access to support to enable them to participate in the learning and social opportunities at NMIT.
20. To have ownership of their work unless otherwise specified by the Programme Area prior to the commencement of work.
21. 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, autonomous, and responsible individuals.
2. To abide by the rules and regulations governing student conduct at NMIT. See [Student Rules](#)
3. To abide by the principles of Academic Integrity (see [Academic Integrity and Academic Misconduct Policy](#)). Students are expected to apply the fundamental values of honesty, trust, fairness, respect and responsibility to every aspect of their learning.
4. To contribute to a dynamic learning environment at NMIT.
5. To afford respect and consideration for the rights and diversity of all members of the NMIT community.
6. To respect the environment and property of the NMIT.
7. To refrain from harassment of other members of the NMIT community including physical, sexual or racial harassment, discrimination, disability-based harassment, victimisation or verbal abuse.
8. To refrain from making unjustifiable allegations against other members of the NMIT community.

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 and/or a support service. For course-related matters, this might be the tutor, Curriculum Manager or an Executive Director.

If the student is dissatisfied with the result, they can refer the problem to the Chief Risk Officer.

INSTITUTE

The Institute may invoke student disciplinary procedures.

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

[Academic Integrity and Academic Misconduct Policy](#)

[Academic Misconduct Procedure](#)

[Formal Complaints Resolution Procedure](#)

EXTERNAL

[Human Rights Act \(1993\)](#)

[Privacy Act 2020](#)

[The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)

[Health and Safety at Work Act 2015](#)

[Education and Training Act 2020](#)

[The Treaty of Waitangi Te Tiriti o Waitangi](#)

[Dispute Resolution Services](#)

[Ombudsman New Zealand](#)