



OTAGO POLYTECHNIC ACADEMIC POLICY		Number: AP0605.05
Title:	Learner Support	
Classification:	Customers	
Chief Executive Approval:	Effective Date: 1 November 2018	Review Date: 1 October 2021
Previous Policy No:	MP0600, MP0601	Status: Current
Contact Authority:	Deputy Chief Executive Learner Experience and/or Director Learner Services	

Purpose

To outline the central support services available for enhancing the success and educational experience of learners, including but not limited to, learning advice, career services, IT support, wellbeing, access to primary and acute health care and counselling.

Refer to <https://www.op.ac.nz/students/support/> for information about available services.

This policy also outlines details about a fund to temporarily assist students who encounter unexpected and short term financial difficulties.

Statutory Compliance

Education (Pastoral Care of International Students) Code of Practice 2016 (<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>)

Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 – Tertiary (<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf>)

NZQA rules and guidelines (www.nzqa.govt.nz)

Policy

- 1 Support services are available to learners enrolled in all programmes/courses at Otago Polytechnic, and subject to all enrolment terms and conditions such as payment of standard fees and levies (refer to Student Health and Counselling clauses 5-9 below).
- 2 Schools/Colleges will advise learners of the range of support services available at orientation. Additional information can be found online at <https://www.op.ac.nz/students/support/>
- 3 Learners with specific support needs will be identified as early as possible, through the application and enrolment process or as part of student orientation and induction. An additional abilities assessment may be required to ascertain the best way to support the learner. Refer to Learner Services Wellbeing Advisor for more information.
- 4 Learners may access any support service by self-referral or by referral from staff.

Student Health and Counselling

- 5 All learners regardless of the EFTS value of the programme enrolled at Dunedin and Central Otago campuses of Otago Polytechnic will be charged a Student Health and Counselling levy, with the exception of TANZ e-campus, OSTC, CapableNZ, Distance delivery programmes, and Community Computing Programmes. This entitles the learner to access Student Health and Counselling services, and to ambulance and emergency medical care required while they are on campus.
- 6 Learners who are New Zealand or Australian citizens or permanent residents are entitled to Student Health and Counselling services.
 - 6.1 Medical consultations are free on presentation of a Community Services card or an ACC claim, otherwise there is a \$15 charge.
 - 6.2 Please check with Student Health reception for other charges such as but not limited to minor surgery, dressings and immunisations.



- 7 Learners completing courses/programmes that have been exempt the student health levy (distance programmes/courses, short courses, contracted courses/programmes, TANZ e-campus, CapableNZ) may access Student Health and Counselling services, however, a fee for service payment will be required.
- 8 Learners enrolled in programmes taught completely away from any campus of Otago Polytechnic will not be charged a student health levy.
- 9 Where a programme requires learners to be away from any campus of Otago Polytechnic for less than 45% of their programme duration, and where reciprocal arrangements with other tertiary providers have not been negotiated, schools//programmes may choose in consultation with learners to provide alternative health care arrangements. The cost of any such arrangements is calculated as part of the schools/programmes clinical placement or work experience expenses.

Student Assistance Fund

- 10 The Student Assistance Fund is a source of one-off emergency grants to be used for situations that could not have been anticipated readily and where money is required to enable the student to get over a temporary problem and to continue studies with the minimum of disruption or difficulty, e.g. to pay for medicine for a child in his or her care.
- 11 The Committee that considers the distribution of the Student Assistance Fund is made up of:
 - a. Student Success Team Leader
 - b. OPSA representative
 - c. Student Subcommittee chair (or delegate)
 - d. Head of School/College (or delegate)

A majority of Committee members need to agree to the decision (quorum is half plus one).

- 12 In general, the Committee will not grant assistance in situations that are pre-existing when the learner joined the course/programme, could be anticipated or are likely to be ongoing, for example hire purchase agreements organised or agreed to prior to study beginning, or the cost of maintaining and operating an appliance or service.
- 13 A learner applying for assistance will be required to complete a confidential "Student Assistance Fund Application Form" (Appendix 1) which records personal details, the learner's financial details of income and outgoings as well as assets and liabilities. It requires the learner to present a budget and a brief statement of the reason for seeking assistance. In addition, a Student Management System check will be done to confirm that the learner is currently meeting attendance and course requirements.
- 14 If the Committee is unable to agree on an outcome, the Student Advisory Team Leader will refer the matter to the Director Learner Services for a decision.
- 15 For more information about this fund and application form contact Otago Polytechnic Students Association (OPSA).

Referral Documents

Appendix 1: Student Assistance Fund Application Form

Otago Polytechnic Health and Safety policies – refer Otago Polytechnic website <https://www.op.ac.nz/about-us/governance-and-management/policies/>

Students rights and responsibilities - <https://www.op.ac.nz/students/important-information/student-rights-and-responsibilities/>

Student Support Services - <https://www.op.ac.nz/students/support/>

Approved by Chief Executive

Date: 1 November 2018




**CONFIDENTIAL****Student Assistance Fund Application Form**

(updated October 2018)

> Otago Polytechnic Student s' Association

Your application will not be considered unless ALL sections are fully completed and supporting evidence/documentation is supplied.

First Name: _____ Surname: _____ Age: _____

Term Address: _____

E-mail: _____ Cell: _____ Landline: _____

Living arrangements:

- Flatmates: *how many in household?* ____
 Living with spouse/partner
 Hall of residence
 Boarding privately
 Living in own home
 Living with parent(s)

Other: *please state* _____

Course: _____ Year of study: (*1st, 2nd etc*) _____ Full time? YES / NO

• Marital status: _____ Dependent(s): *name(s) & age(s)* _____

• How would you prefer to be contacted about this application? *cell / landline / e-mail*

REASONS FOR SEEKING AN ASSISTANCE GRANT / AMOUNT APPLYING FOR: \$ _____

Please state your reasons for seeking an assistance grant and any other information that you wish to bring to the attention of the Committee (*continue on a separate sheet if necessary*)

STUDENT DECLARATION:

I declare the information and budget I have provided in this application to be true and correct and no information which could have material bearing on my application has been withheld. I understand that if the Student Assistance Fund Committee become aware that information given is not correct or has been omitted, their decision may be reversed and my fees account debited for the amount I have received.

Student Signature: _____ Date: _____

PLEASE RETURN COMPLETED FORM TO: OPSA Office, located in the HUB – Mason Centre, Forth Street

FOR OFFICE USE ONLY

Date: _____

Assistance approved (amount) \$ _____ grant
 Assistance not approved

Details of approval / reasons for non approval: _____

Committee Members present:



YOUR FINANCIAL DETAILS - please answer ALL questions where possible

INCOME

- Weekly Employment** (while attending Otago Polytechnic), **Weekly amount (net): \$** _____
Expected period employed: from _____ to: _____ Employer: _____ weekly hours: _____
- Other income - Do you or your spouse/partner have income from any other source? YES / NO**
(excluding Student Allowance or Loan) – **If YES, please list this on your weekly budget breakdown**
- Student Allowance / Student Loan – please list this on your weekly budget breakdown**

INDEBTEDNESS – please attach all documentary evidence

- Who do you bank with?** _____ **Account balance: \$** _____ **(O/D: YES / NO)**
- Amount of approved overdraft: \$** _____ **Total amount of student loan debt:** _____
- Total of other debts: \$** _____

Give details: _____

COURSE RELATED EXPENDITURE – please attach all documentary evidence where available

- Have you drawn down and spent your full \$1000 course related costs? YES / NO**
If YES - What did you use this money for? _____
If NO – How much do you have left? \$ _____
- What other costs will you have relating to your course? E.g. field trips, books etc. \$** _____

Give details: _____

ATTACHMENTS TO APPLICATION

- It would assist the Committee to assess your application if you attach a statement from an independent person who can attest to any special circumstances that you wish to bring to the Committee's attention. The statement may be from a Doctor, Professional Counsellor, Budget Advisory Officer, Kaumatua or other person involved in welfare matters.
- Evidence of having approached other agencies seeking financial assistance (e.g. Verification of decline from Study Link/Winz).
- Evidence of debt, e.g. bank statements, credit card statements etc. showing a minimum of last 20 transactions plus original copies of invoices/statements owing
- PLEASE TURN TO THE NEXT PAGE AND COMPLETE THE **WEEKLY BUDGET**, FILLING OUT EVERYTHING THAT APPLIES TO YOU and state any other income/debts/circumstances that should be taken into consideration.

INCOME		EXPENDITURE		
Student Allowance		Mortgage		
			Rates DCC/ORC	
			Insurance	
Student Loan - living costs		Rent		
		Board		
Partner Income			Contents Insurance	
WINZ Benefit		Phone	Landline	
Board/Rent received			Cell	
IRD - Family Support			Internet	
Scholarship		Electricity		
			Gas	
Family help			Wood	
Part-time work		Vehicle	Insurance	
			Warrants/Rego	
ACC			Repairs	
			Petrol	
Other				
		Transport	Bus/Taxis	
Total		Children	After school care	
Any other income/debts/circumstances that should be taken into consideration:			Holiday programmes	
			Crèche/Nanny	
			School expenses	
		Food	Supermarket	
			Lunch/Takeaways	
		Medical	Doctor	
			Dentist	
			Other	
			Clothing	
			Grooming	
			Pets	
			Cigarettes	
			Alcohol	
			Gifts/Magazines	
			Entertainment	
			Loans	
			Credit card/s	
			Hire Purchase	
			Fines	
			Other	
Total			Total	