



Boys, directed by Eleanor Bishop, 2019

Student Handbook

2020

[17-2-2020]

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Part A: General Information

Tikanga and Kōiwitanga

Tikanga

Toi Whakaari actively engages with learning questions from many viewpoints.

Through regular school-wide discussions and a strong focus on group, we are beginning to develop our own unique way of being with each other to learn. We are all learners here. We draw down from the frameworks of indigenous models of tikanga.

The translation of these frames into the context of this place, this space, these people and at this time is uniquely New Zealand and an ever-evolving way to learn. There is no right or wrong way to do this. However a commitment to be curious and engage with different ways of seeing the world is essential. We believe this is also fundamental to growing artists and leaders.

Our entry into this world view begins with learning about encounter; the meeting of new people; the growing of a working and learning relationship. We are guided here by the **principles of Pōwhiri, the meeting of two distinct peoples: the unknown (Pō) that sits between us** begins with a structured process to make connection (Whiri).

As the space belongs to Toi Whakaari, it is our work to see you, to acknowledge what we know of you and the elements that brought you. We also represent the history of this place by reflecting that lineage back to you. Our further work is to grow the ability to see where leadership is needed, and then lead. We all commit to this work.

Your immediate work is to bring with you a willingness to listen and be guided; and to begin to grow a sense of the group you are with, and of course Toi Whakaari the school. Be curious about what and how things are happening. Throughout your time at the school,

this learning will start to make sense to you. You will then be able to bring your own voice out into the group in a way that is supported. In seeing the way the students who have been here longer are approaching the learning, you will find lots of role models to draw from. It is hoped that before long you too will begin to lead where leadership is required.

Hui a Kura & Kōiwitanga

The Kōiwitanga model has been specifically developed within Toi Whakaari reflecting the School's commitment to working with questions of difference – initially as a discussion around bi-culturalism. It is a place where skills, ideas and practice are tested, applied and challenged. It promotes the awareness of difference and the rigour around group learning. Kōiwitanga is tiered learning, engaging across years and disciplines. Each session has a specific learning focus and facilitation and modelling are the primary teaching tools. It exposes us to a myriad of different lenses, and learning experiences. It is also an opportunity for the School to discover, practice and apply this movement in a regular fashion.

Kōiwi: bones, frameworks of a body.

Iwi: a group of people who are connected by a common purpose to move as if a singular body.

The whole School and often other community members including graduates, meet to practice Kōiwitanga at Hui a Kura every Monday and Friday morning at 8.30am.



Manutuke Marae

Karakia

Relation to Pōwhiri	Connection to...	KUPU	Translation
Matataki	Tuarā – stance Who do I represent, who is standing next to me	What is our stance? What type of community do we make? Who is in the room?	I stand representing all of the people who have held me, the places, and the past teachings which now give me support. I think of the people standing beside me, the space and the teachings of this place, present and future.
Karanga	Wairua – passion acknowledge goals, direction, a call for spirit	Kia karanga ake ki te taumata i te maurea	Bring us closer to our indefinable potential
Whakatau	Manawa – heart, relationship, invitation	Ko te pou tokomanawa o taku tū, ko te aroha	An expression of love which is core to my stance
Whaikōrero	Hinengaro – acknowledgement , recognising difference	Kia whai te aroaro ki a Hinētītama	With care, consideration and respect I tread this pathway of enlightenment
Waiata	Tikanga –what is our reflection?	Kia rongō ake i te tangi o te keo	To hear the cry of the eagle from the vales of Tangi-te-keo
Hongi	Kawa – Kōiwitanga – History, our place in the wider journey	Kia rauika te kawa ki ngā pakitara o Te Whaea	To be nurtured by the ways of the mother Te Whaea
Hākari	Toi Whakaari – affirmation of the collective	Te Kura Toi Whakaari! Tūturu whakamaua kia tina!	We are Toi Whakaari! Be true to this, hold fast! Indeed!
		Tina! Haumi ē... hui ē... Tāiki ē!	Indeed! We take hold

School Information

Contact Details

Physical Address:

Te Kura Toi Whakaari o Aotearoa: New Zealand Drama School
Te Whaea: National Dance and Drama Centre
11 Hutchison Road, Newtown, Wellington 6021

Postal Address: PO Box 7146
Newtown
Wellington South
New Zealand 6242

Telephone: (04) 381 9251 – (Press 1 for Reception)

Fax: (04) 389 4996

Email: drama@toiwhakaari.ac.nz

Website: www.toiwhakaari.ac.nz

Important Dates for 2020

Term 1: 17 February – 9 April

13 February	Start of Term 1 – returning students
17 February	Pōwhiri – Start of Term 1 – new students
17 – 21 February	Whakatau Taura (Orientation Week)
5 – 9 April	Marae Noho
10 - 27 April	Term break

Term 2: 28 April – 19 June

1 June	Queen's Birthday holiday (School closed)
20 June – 12 July	Term break

Term 3: 13 July – 28 August

29 August – 13 September	Term break
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Term 4: 14 September – 13 November

9 – 13 November	Graduation Week
11 November	Graduation Ceremony (final year students)
12 November	Poroporoaki (final day for graduates)
13 November	Poroporoaki (final day for returning students)

The People

Board of Trustees

Tim Walker (Chair)
Briony Ellis
Angus Evison (Treasurer)
Simon Bennett
Jane von Dadelszen
Tanea Heke (Director)
Staff Board Member – Heather Timms

Academic Board

Simon Bennett (Chair)
David O'Donnell
Suzanne Little
Jane von Dadelszen
Kaarin Slevin
Craig Atkins
Tioreore Gibson-Melbourne (Student Rep.)
Shanaia Buffet Boutsady (Student Rep.)

Toi Whakaari Staff

Director	Tanea Heke
Executive Assistant	Stacey Fraser-Allen

Acting

Director of Actor Training	Heather Timms
Senior Tutor – Voice	Bert van Dijk
Senior Tutor – Movement	Tupe Lualua
Senior Tutor – Screen	Vaughan Slinn
Senior Tutor	Mitch Tawhi Thomas
Senior Tutor	Anya Tate-Manning

Design

Head of Department	Emma Ransley
Design Tutor	Brian King
Design Tutor	Charley Draper
Design Tutor	Sam Trubridge

Set & Props

Head of Department	Francis Gallop
Set & Props Tutor	Jason Parlour

Arts Management

Head of Department	(tbc)
Senior Tutor	Grace Hoet
Senior Tutor	Natasha James

Costume Construction

Head of Costume Construction
Senior Tutor

Kaarin Slevin
Leimomi Oakes

Administration

Finance and Operations Manager
Registrar
Events & Operations Coordinator
Building/Technical Resources Coordinator

Tamara Aluwihare
Craig Atkins
Fe'ao Katoa
Colin Edson

Engagement

Head of Engagement
Recruitment Specialist
Partnerships & Relationships Specialist

(tbc)
Nitika Erueti-Satish
Rebecca Skelly

Library

Library Manager
Librarian

Kris Wehipeihana
Lisa Hampl

Te Whaea Services

Te Whaea Services manages the premises and provides services to both Toi Whakaari and the NZ School of Dance. They are responsible for room bookings, security, maintenance/cleaning and many other things that help keep our building a creative hub for performing artists in Wellington.

Te Whaea Services Staff

General Manager – Adelle Kenny
Office Manager – Caroline Ehrmann
Operations Manager – Tommy Berridge
Venue Coordinators – Chandrika Patel, Rachel Kemp Whimp, Bryony Webster, Simon Manns, Elekis Poblete Teirney

Note: The School's full name is Te Kura Toi Whakaari o Aotearoa: New Zealand Drama School. Throughout the document, there are shortened references to either Toi Whakaari, or the School.



About Toi Whakaari

Our whakapapa

Te Kura Toi Whakaari o Aotearoa: New Zealand Drama School (Toi Whakaari) is New Zealand's largest dedicated training provider for professionals in the screen and performing arts.

We are in our 50th year of educating artists. Our whakapapa dates back to the beginning of a professional performing arts industry in this country. We have grown hand in hand with that industry. Our graduates occupy key roles in all sectors of the industry and related fields.

Since 1989 Toi Whakaari has embraced tikanga Māori as an essential element in the life of the School. Over the following years the School has built on this commitment step by step, consistently looking for processes and structures in which we can recognise a uniquely New Zealand drama school that reflects our nation, context, environment, conditions, histories and unique strengths.

Toi Whakaari aims to be indigenous, to create a learning environment that makes sense to, and is coherent and meaningful for, young New Zealanders; one that empowers them and makes them more committed to their unique values and contributions, and that succeeds for the diverse range of students who attend the School.

Our learning environment

Best practice in our art form involves highly individuated creators and technicians collaborating in teams with independence, innovation and a shared direction. It involves students and staff working to become the best they can be in their chosen discipline so they can lead, contribute and collaborate appropriately.

To be able to do this our students and staff need to know who they are, their strengths and learning goals and how they can best contribute in any particular situation.

The foundation of what we do is based firmly in Aotearoa New Zealand. We orient to a tikanga marae model from which we build on the frames of matataki, karanga, whakatau, **whaikōrero, waiata, hongi and hākari. We will continue to develop Kōiwi -the School's weekly meeting place (literally "community" or "bones")**. Here we explore process, share learning, welcome and farewell members and guests of our community, mark the significance of our work together and strengthen our learning and research skills.

Employing the core skills of our disciplines, working with the tikanga marae model, **practising our values and our kōiwitanga, leads us towards greater artistry and performance excellence.** It advances our work in the unique context of Aotearoa New Zealand and arms our graduates with a distinct approach.

You will spend most of your time at Toi Whakaari with the same group of people. It is a very small cohort of students and you will be expected to work closely with them throughout your

studies. You will be collaborating with and leaning alongside students from all courses in the School.

The School recognises that the development of the best work and professional practice is dependent on the ongoing practice of the values that underpin our work – as outlined the Strategic Plan - insight, manaaki, completion and sustainability.

It is the aim of the School that students will uphold these values, while building professional and artistic relationships with the students and staff who make up this kura.



Marae Noho, Manutuke 2017

Nola Millar Library

About the library

The Nola Millar Library is the library for Toi Whakaari: NZ Drama School and is named after **the School's first Director. It also provides services to the New Zealand School of Dance.**

The Library is the most comprehensive specialist library of its kind in New Zealand.

All the courses require some research. The collections in this library have been developed to support what students will be learning in class. There are also resources which can help the student create his or her own work or investigate a particular method of performance. The collections cover a wide range of subjects – including costume, scenography, acting, directing, voice, technical design, management, movement, choreography, theatre and dance history and biographies. There are specialist resources here that cannot be obtained anywhere else. The librarians have a special knowledge of the resources available and a particular interest in the performing arts.

Library Opening Hours

Library opening hours are generally Monday to Friday from 10am to 6pm.

These opening hours may be subject to temporary changes.

The library is closed on Saturdays, Sundays, public holidays and for several weeks over Christmas and New Year.

The Library Collections

- More than 13,300 plays.
- Over 12,000 books providing information about a wide range of subjects, including performing arts, film, television, art, crafts, history, music, mythology and New Zealand culture.
- Nearly 3,000 DVDs and videos of films, drama and dance.
- Theatre and dance magazines.
- Selected archive recordings of performances, posters, programmes and photographs from both Schools.

Facilities

- Online catalogue and databases
- Photocopier/printer/scanner. Copy and printing credit is loaded onto student ID cards at Reception. Scanning is free. All copying must conform to the Copyright Act 1994 and Copyright (New Technologies) Amendment Act 2008.
- A player for watching DVDs and videos.
- MACs and PCs with Internet access and Microsoft Office.

Using the Library

Borrowing

- Students can borrow books and plays for an initial period of 30 days. This will automatically be extended if no-one else needs the items
- Students can borrow non-reference audiovisual resources for an initial period of 7 days. This will automatically be extended if no-one else needs the items
- If a title is in high demand, students may be asked to return it before its due date
- Students may have to return overdue items before borrowing any more

- Reference books, reference audiovisual resources and most magazines can only be used in the library
- The library does not lend stationery, furniture or provide props

Overdue items

- If a student forgets to return something on time, an overdue notice is issued by email, text, or **put in the student's pigeonhole**.
- Students will be invoiced for any items that are damaged or not returned.
- If a student lends an item he/she has borrowed to someone else, the student is still responsible for it.
- All library materials must be returned or paid for before the end of each academic year. A student who has outstanding Library items or debts for lost Library items will not be permitted to graduate.

Further information

The Nola Millar Library specialises in resources for drama and dance. There are other books and DVDs that cover more general subjects including leadership, motivation, collaboration, nutrition and exercise. For a wider choice, students may join the Wellington City Libraries for free. Students can also use resources (but not directly borrow them) in the National **Library, Alexander Turnbull Library, Te Aka Matua Research Library (at Te Papa) and Ngā Taonga Sound & Vision**.

The Nola Millar Library may be able to borrow from another library on behalf of borrowers as part of the Interloan system.

All Toi Whakaari students are also members of Victoria University Library and can borrow books from any of the University libraries. Library staff can provide more information.

Links

Wellington City Libraries	http://www.wcl.govt.nz
National Library	http://natlib.govt.nz
Alexander Turnbull Library	http://natlib.govt.nz/researchers
DigitalNZ	http://www.digitalnz.org
Te Aka Matua Research Library (Te Papa)	http://bit.ly/1CwoCpl
Ngā Taonga Sound & Vision	http://www.ngataonga.org.nz/
NZ On Screen	http://www.nzonscreen.com

Personal Equipment

Equipment required by all students

1 small padlock if a locker has been assigned

Diary including a year planner

1 folder with subject dividers for filing notes and 1 refill for note-taking

1 journal-style A4 size book to use as a viewing diary.

1 workbook for Context and Practice session notes.

Writing materials (pens, pencils, eraser, ruler, markers, cellotape, glue stick, etc.)

Toi Whakaari t-shirts and Hoodies can be purchased by first year students during Enrolment Week. Replacement or additional t-shirts can be purchased via the Student Services Office.

An ID / Security / Library card is issued by Te Whaea Services **after the student's photo has been processed and all fees are paid**

Towel and toiletries with first aid supplies containing plasters, pain relief, personal toiletries.

Drink bottle (named).

Personal Emergency Survival Kit which may be kept in a locker or in a backpack. Suggested inclusions are safety whistle, charged cell-phone, chocolate, water supply, walking shoes, extra layer of clothing.

Each department will issue information about specific extra equipment and text book requirements prior to the first day of term.

Lost property is collected from around the building. Valuables may be stored at Reception. Clothing and other articles left in studios or public areas will be placed in a lost property box alongside the Dance pigeon holes. Unclaimed articles will be disposed of periodically.

Lost property is displayed for collection at the end of each term. If property is not collected it will be disposed of.

Student ID Cards, Access and Security

The Security Access Card has the following functions:

6.1 Student ID Card

Identification purposes:

Membership of Nola Millar Library (using barcode)

Membership of Massey University student health and counselling services

Any special discounts/reduced price ticket offers available from time to time

Access to MetLink Travel discounts.

6.2 Access Key Card

Access to:

Exterior doors at Te Whaea (admission at times listed on schedule below)

Interior doors for which the student has access permission, including student locker rooms after hours.

6.3 Attendance Log

Attendance recording:

Students may be required by their Department to swipe their attendance at the scanner upon arrival each day.

6.4 Printer / Copy card

Printing and photocopying with pre-purchased credit from Reception. The minimum credit to be purchased is \$5.

The student will be allocated a printing **"username"** and will need to get this and a password at Reception before printing for the first time. Printing and photocopying will be activated once credit has been purchased.

Lost or stolen cards must be reported immediately to Reception, as they clearly identify to which premises they give access. The student is responsible for all access gained by their card until reported missing and deactivated. For this reason, the student must not loan or allow anyone else (including other students) to use their card.

Cards must not be left or placed on or near any strong magnetic source as this will damage and permanently deactivate the chip. The student is responsible for organising a replacement card to be purchased from Reception for \$25.

6.5 Te Whaea Premises Access

External Access

The main front doors automatically open from approximately 8am – 6pm Monday to Friday (except Public Holidays) and at other times when Reception is attended such as when hirers, events or shows are on the premises. The card will allow access to the building from other exterior doors during normal school hours and Saturday mornings (as listed below).

Entry outside normal office hours is only via the main front door.

Any time a student is in the building after hours the student must sign in and out via Vistab at Reception.

Before leaving the premises, the student must secure doors and windows, turn lights/heaters off and sign out at Reception so that Venue staff know the building has been vacated and it is safe for them to set the alarms.

No external door is to be propped open by any means. If an external door is open, close it, and advise Reception. Some doors have audible alarms if held open. By prior arrangement with Reception, a door can be locked open for pack-in of equipment etc.

Internal Access

Access cards need to be "badged" at least once a week in order to reactivate internal access permissions. This is done by holding the card up against the badging unit until the light on the unit changes from blue to green. The badging unit is on the wall in the foyer to the right after entering the push entry doors. All students have

access permission to student locker rooms. Card access is generally required after 6.00pm weekdays and after 12:00pm on Saturdays. This is for the security of students and their possessions. These doors must never be propped or jammed open.

Curfew

Curfew during the week is 9pm but curfew times vary on Fridays and at weekends. Reception staff sends out an email every Friday morning to inform about weekend curfew times and will also write the times on the white board outside reception. Students must vacate the building before this time. Ask at Reception if there are any queries about curfew times.

Standard door access times for students during school term

(subject to change – enquire at Reception if uncertain)

	Main front door	Other exterior
	card access/curfew	card access doors
Monday to Thursday	7.00am – 9.00pm	7.00am – 5.00pm
Friday	7.00am – 6.00pm (can vary)	7.00am – 5.00pm
Saturday	8.00am – 3.00pm	8:00am - 3.00pm
Sunday	By arrangement	No admission other
ext.doors on Sunday or public holidays (except by arrangement)		

Non-compliance or breach of regulations and protocols involving a security callout incurs considerable costs and charges may be passed on.

Student Facilities and Te Whaea Services

7.1 Student Common Room and Kitchen

7.1.1 Student Common Room

The Student Common Room and Kitchen is for the use of all NZ School of Dance and Toi Whakaari students. As a shared space, it is expected that students will use these facilities with care and maintain a reasonable standard of cleanliness.

Tea, coffee, milk (for hot drinks) and sugar are provided and paid for as a part of the Student Services Levy. Damage or malfunction of any equipment should be immediately reported to Reception.

7.1.2 Kitchen

The Kitchen is equipped with:

- Fridge/Freezer – Milk is delivered weekly and stored for tea and coffee making. Food may be stored in the fridge but any food left in the fridge will be disposed of regularly.
- Microwaves - (must be kept clean).
- Dishwasher – all dirty dishes should be loaded into the dishwasher, which is turned on by cleaning staff every morning. Students are expected to empty the dishwasher.
- Water boilers for making hot beverages.
- Sinks and a clean tea towel daily
- Sandwich press (turn off after use and wipe clean. Do not scrape with metal utensils)
- Paper towel dispenser for hand washing and cleaning - refills obtainable from Reception..
- Detergent - refills obtainable from Reception.
- Power points and work bench – for laptops

This space also contains couches and tables and chairs which must be returned to their original place if moved around.

7.2 Massey University Student Health and Counselling Centre

All Domestic students are eligible for enrolment with Massey University's Health and Counselling Services. The services are located at the Massey Campus (five minutes' walk from the School) and include access to doctors, nurses and counsellors. Registration forms are available from the Student Services Office or Massey Health.

Find out more at www.massey.ac.nz

7.3 Internet Access

7.3.1 Workstations

Workstations are provided in the Nola Millar Library for internet access. Files cannot be saved on these PCs. Students must bring their own memory stick or device for storage of personal files. WiFi is available in most areas of the building.

7.3.2 Wireless Internet Usage

Students who have paid all fees can be provided with a WPA key (an access code number for web browsing on a laptop or other devices) which will allow access to the internet via a

personal device. The access code is regularly changed and is available from Reception. This service is provided to enable convenient access to the internet, for email and general web browsing – please do not overuse or abuse it.

The conditions for use are as follows:

- access is for general web surfing and email only
- the WPA key must not be shared with anyone
- no downloading from Torrent and similar sites
- no viewing or downloading of offensive material, pornography or other adult content
- no downloading of large capacity files such as movies
- users must not engage in any activity that violates NZ law

Users who breach the above conditions will have their WiFi access disabled.

This is discussed further in the 'Use of Information Technology' section within Part B of this document on p28.

7.4 Locker Rooms

Student Locker Rooms are also a shared facility between the NZ School of Dance and Toi Whakaari. Card access is required after hours to protect student privacy and property. Students must not prop the doors open by any means as there is often public in the building who should not be allowed access. Students should ensure their personal property and lockers are kept secure and locked at all times.

The cleaners service the locker rooms on a daily basis but students are expected to keep this space tidy. At the end of the year, all belongings must be removed as lockers are re-allocated each year. **Any items not removed from lockers at year end will be disposed of by the School.**

7.5 Workstations

Workstations are provided in the Nola Miller Library for internet access. Files cannot be saved on these PCs. Students must bring their own memory stick or device for storage of personal files. WiFi is available in most areas of the building.

7.6. Wireless Internet Usage

Students can obtain the wifi password from Reception.

The conditions for use are as follows:

- Access is for general web surfing and email only.
- WPA key must not be shared or given to anyone else.
- User must not download from torrent sites.

- User must not view or download offensive material, pornography or other adult content.
- User must not download large files such as movies.
- User must not engage in any activity which violates New Zealand law.

If there is a breach of any of the above conditions the student's access may be disabled indefinitely.

7.5 Mail

Students may have their mail sent to Te Whaea addressed as follows:

Student Name (e.g. John Doe)
 c/o Toi Whakaari: NZ Drama School)
 PO Box 7146
 Wellington South 6242

Incoming mail is processed each morning by Reception and students will be notified via email if there is an item for collection.

If students have an incoming courier delivery, the item should be addressed:

Student Name (e.g. John Doe)
 c/o Toi Whakaari: NZ Drama School)
 11 Hutchison Road
 Newtown
 Wellington 6021

Prepaid envelopes are available for cash purchase from Reception during school hours.

7.6 Phones

A student may request use of the Reception phone

Reception staff cannot pass telephone messages to students except in an emergency.

Students must not use the school number as their contact number.

Other

Visitors to the premises are required to sign in at Reception. If a student brings guests into the building even by prior arrangement with their tutors, they are the **student's responsibility** at all times, especially in the case of an emergency.

Students are not permitted to use the staffroom or staff toilets/locker rooms.

Use of the lift is restricted to injured or disabled students or those moving items for productions that cannot be carried up the stairs.

Bicycles are not permitted within the building. Bike racks are provided in some external areas.

Bicycles or other wheeled transport are not permitted in the Plaza or other shared spaces, with the exception of wheelchairs or mobility scooters, etc.

Ball games are not permitted in the Plaza or other shared spaces.

7.6 Venue/Studio Usage and Care

Venue/Studio Care

Venue/studio use outside of normal timetabled classes (including daytime, evenings & weekends) must be booked in advance at Reception during normal office hours.

Venue/Studio Care

- Any maintenance, damage or cleaning issues including spillages and breakages must be reported to Te Whaea staff for attention.
- Students must obtain permission from Reception before moving or borrowing any items of furniture (including tables, chairs, display boards, pianos, plants etc). Some items are used on a regular basis by other users of the building and some items may not be permitted to be moved at all. Reception can provide assistance and advice on the best course of action. Items must not be removed from the premises except under exceptional circumstances which must be negotiated in advance with Te Whaea or Toi Whakaari staff depending on the ownership of the item.
- Hallways and emergency equipment must not be blocked at any time as clear pathways must be maintained for emergencies and evacuations.
- At the end of each class, studio lights, heaters, sound systems and other electrical equipment must be turned off. Sound and AV equipment must be turned off at the wall in Drama studios. All windows must also be shut at the conclusion of the final class of the day.
- Studios must be left clean and tidy at the end of classes as studios are used in the evenings and weekends by hirers. At the end of class, all belongings must be removed from the room and furniture and equipment returned to its correct location either in the studio or another designated place. Where studios have been booked for exclusive use for a class, production or project, furniture and belongings may be left in the space at the end of the day. Tutors or Reception can advise whether this is applicable.

- Personal belongings, including clothing and bags, must not be left in hallways outside of school hours.
- All students are expected to assist with general clean ups when required throughout the year.

Venue/Studio Bookings

- Venue/studio use outside of normal timetabled classes (including daytime, evenings and weekends) must be booked in advance at Reception during normal office hours. Spaces may be available for curriculum related activities. Studios are often hired out in the evenings and weekends to external users which can limit availability.
- The Student Common Room and some department specific work spaces are not booked at Reception but are available to students with relevant permission on their access card (e.g. Costume Workroom, Design Studios, Computer Lab etc). Students in the building after-hours must sign in and out at Reception.

Lost Property

- Lost property is collected from around the building. Clothing and other articles left in studios or public areas will be placed in a lost property box in Drama Street. Valuables may be stored at Reception.
- Unclaimed lost property is displayed for collection at various times throughout the year. If property is not collected it will be disposed of.
- Students should name their workbooks, items of equipment and clothing etc.

Smoking, Alcohol & Illegal Substances

- Smoking (including e-cigarettes) is prohibited within the building. There is only one designated smoking area at Te Whaea which is outside past the steps to the student common room.
- Smoking-related behaviour (e.g. rolling cigarettes etc) is not permitted inside the building. Illegal substances and alcohol are not to be brought onto the premises.
- In some pre-arranged instances, alcohol may be supplied on the premises **within the confines of the law. Te Whaea Services' Operations Manager** can advise.

7.7 General Te Whaea Rules

Visitors to the premises are required to sign in at Reception. If a student brings guests into **the building, by prior arrangement with their tutors, they are the student's responsibility** at all times.

Students are not permitted to use the staffroom or staff toilets/locker rooms. Use of the lift by students is restricted to injured or disabled students or those moving items for productions that cannot be carried up the stairs.

Bicycles or other wheeled transport are not permitted in the building (except wheelchairs, mobility scooters, etc). Bike racks are provided in some external areas. Ball games are not permitted in the Plaza or other shared spaces.

Technical Equipment

General information

The School has a limited amount of technical equipment available for student use (as required by their courses). Equipment is loaned on a case by case basis, at the discretion of the Building and Technical Resources Coordinator.

Long-term loans (more than two days) can only be made over a weekend period when equipment is not required for classes.

Borrowing Procedures

The equipment loan forms are located at reception. Once completed, can be handed to the Building & Resources Coordinator or placed in their staff pigeonhole. They will arrange with you when your equipment request can be collected.

Booking forms must be completed to order all technical equipment.

- All requests are processed by the Building and Technical Resources Coordinator.
- Bookings sheets for equipment must be placed in the Building and Technical Resources Coordinator pigeonhole no later than 12 noon on the day of issue. Equipment must be requested a day in advance if is required early in the morning.

Return of equipment is to be advised or arranged by the Building and Technical Resources Coordinator at the time of the loan.

Computer Lab and Sound Studio

8.3.1 General information

The Computer Lab and Sound Studio contain valuable assets. Procedures are necessary to safeguard this equipment and to meet insurance requirements. Failure to comply with these rules will be viewed as a breach of School discipline. Students may also be required to pay for **any key replacement and lock alteration costs that are directly attributable to the student's negligence.**

8.3.2 Computer Lab

The Lab is available to all Management and Design students, who will be given security card access. Part time access is given to other courses on a case by case basis.

The Computer Lab is open during normal School hours in term time, (Monday - Friday from. 8am – 6pm) during the evenings if Reception is attended, and at weekends from 8.30am – 5pm.

Occasionally the Computer Lab may be locked and if so, students can access the Lab via the Building and Technical Resources Coordinator. The Computer Lab has limited availability during term breaks as negotiated with departmental staff.

Other computer arrangements are available for other students.e.g. the Library.

Computer Lab Rules

- The last person to vacate the Computer Lab must turn off lights, heaters, and computers and PRESS the alarm set button beside the light switch when leaving.
- No casual use of the internet for entertainment purposes is allowed in this work space.
- The Computer Lab door must NEVER be left open – even for short periods.
- Computer desktops must be kept tidy.
- Students must save all work to a USB drive or an online on a file storage site (Google Drive, Drop Box, etc).
- No storing work on the computers long term (all files stored on these computers are deleted at the end of every term).
- Desktop and system files must not be modified in any way.
- DOWNLOADING IS STRICTLY PROHIBITED without prior arrangement from your HOD or Department staff except for text, images, sound and video found on appropriate/relevant websites.
- If a student needs to download software for School use, prior permission must be obtained from the Building and Technical Resources Coordinator.
- The file will then be assessed and permission given if it is appropriate to do so. Traffic to pornography or inappropriate sites will not be tolerated. Movements on the Internet can and will be monitored.
- No food or drink is allowed in the Computer Lab.
- Nobody other than Management/Design students are allowed into the computer lab, unless prior permission has been granted by a Department or the Building and Technical Resources Coordinator.
- Waste paper is to be placed in the waste bin provided. Students must place full waste bins outside the computer lab to be emptied by the cleaners.

Any breach of the Computer Lab rules may result in computer privileges being suspended or revoked, or disciplinary action taken.

8.3.3 Sound Studio

This space is primarily used by students who are working on productions or independent practice work. It is also a classroom space used across the School, for teaching sound design and voice recording technique. Access to this space is limited, but available on a case by case basis.

Conditions of Use:

- Students must book the Sound Studio during normal School hours
- Personal use of the sound studio may be possible after School hours or on weekends on condition that permission has been given by the Building and Technical Resources Coordinator. You must also show you are a competent user of the equipment.
- Only Toi Whakaari personnel are permitted in the Sound Studio except by prior agreement with the Building and Technical Resources Coordinator.
- No food or drink is allowed in the Sound Studio.
- If use is required outside normal school hours a booking must be made at reception.

- The Sound Studio must not be left open while unattended for any length of time.
- While every effort is made to regularly back up the work on Sound Studio Mac, it is a **student's responsibility** to save their work somewhere other than the Studio Mac (USB drive, Google Drive, Drop Box etc).
- All files are removed from the Sound Studio Mac at the end of every year to save space for the following year.

Edit Suites

There are two edit suites for voice recording, sound design and video editing located next door to the sound studio, at basement level next to the screen lab. These suites are for anyone to use at any time but security cards must first be enabled at Reception for the period of use. Access is limited for that day only as others may wish to use the space. The Building and Technical Resources Coordinator or a BPAM student may be able to assist provide assistance or some basic training on using the software/hardware if required.

The edit suites contain the following equipment:

Suite 1: 1 x27" iMac, 1x Pro Tools M-Box w/Pro tools 11, 1x Reference Monitors (Speakers) Adobe Premiere

Suite 2: 1 x27" iMac, 1x Pro Tools M-Box w/Pro tools 11, 1x Microphone on stand, 1x Reference Monitors (Speakers) Adobe Premiere

The computer will periodically be cleared of work (usually at the end of each term). Work should therefore be saved to a USB stick or other storage device at the conclusion of each session.

All computers must be shut down, speakers turned off, and the door securely locked when the user has finished.

Conduct in Class

The Rules and Regulations of Toi Whakaari reflect the philosophy of the School and its Kawa. They also mirror the practice of an industry and since training at Toi Whakaari is a preparation for the profession, these rules are a reflection of the philosophy of the School and this process of preparation.

Students must come to class suitably prepared - with the correct books, equipment and notes, and in appropriate clothing. Being prepared for class includes having completed any prescribed preparation and assignments – even when the student has been absent for a prior class **where tasks and assignments have been prescribed, it is the student's** responsibility to catch up on what they have missed and prepare for upcoming classes accordingly. Tutors expect student to arrive early so the class can start on time. If the tutor is not present, students are expected to organise their own work until the arrival of the tutor.

ONLY water bottles are allowed in class.

Chewing gum or eating in class is not permitted.

Cell phones must be turned off during class time except where the tutor has expressly permitted this, usually only for emergency contact purposes.

Toilet breaks should be kept to scheduled breaks wherever possible.

Commitment to the class continues even when the student has completed his/her own work. It is discourteous and **disrespectful to others to fail to be "present" at all times.**

Communication between the School and Students

The School often uses email and text messages to share information with students. Students are responsible for ensuring that the Student Services Office has up to date contact information.

Health, Safety & Wellbeing

Health, Safety, Wellbeing and Emergencies

Health, Safety and Wellbeing

Health and safety is of the utmost importance to management of Te Whaea and the Schools. Toi Whakaari is committed to the Health, Safety and Wellbeing of all students and staff. We operate and respond to incidents and emergency situations using the current health and safety legislation as our guidelines. All hazards, accidents, incidents and near misses that occur on the premises must be reported accurately and immediately to Reception. In some cases relevant forms may need to be completed for review by the Health and Safety Committee. Risks and hazards are defined as any source of potential damage, harm or adverse health effects on something or someone.

Emergencies

FIRE:

If you discover a fire

1. Activate the fire alarm and notify Reception
2. Evacuate the building
- 3. Call '111'**
4. Give the exact address of the building & location of fire within the building:
Te Whaea: National Dance & Drama Centre
11 Hutchison Road, Newtown, Wellington
Do not attempt to extinguish the fire unless it is safe to do so

EARTHQUAKE

1. Move no more than a few steps to a safe space away from glass or objects that may fall
2. Drop to the ground
3. Cover your head and neck with your hands, get under a table, or huddle next to an interior wall, away from windows & furniture that may fall
4. Hold on to something solid
5. Stay there until the shaking stops
6. Check for injuries & seek first aid if necessary
7. Evacuate the building only if instructed by the Venue staff

EVACUATION

1. When alerted, evacuate the building via the nearest exit.

2. Gather at the Assembly Point–Upper Carpark, opposite the main front door of Te Whaea.
3. When evacuating, walk – do not run
Do not attempt to gather your belongings
Stay at the Assembly Point until the 'All Clear' is given. Only then may you re-enter the building.

BOMB THREAT

1. Do not touch suspicious packages
2. Notify Reception immediately of suspicious packages and suspicious behaviour.
3. Stay calm at all times.
4. Follow the instructions of Wardens and Police.

Te Whaea has no specifically designated evacuation wardens except the Chief Wardens. Everyone is a potential area warden in an emergency or evacuation. When an evacuation siren sounds, any person may approach a warden station (located throughout the building) and put on the hard hat and hi-viz vest and collect the tag which notes the areas that person is now responsible for checking. The warden needs to check these areas are clear of people, evacuate the building themselves via the nearest emergency exit and report to the Chief Warden at the main front doors of Te Whaea. More information about this is available at Reception and you will be briefed on this during orientation.

Emergency equipment and fire alarms are located throughout the premises and are checked and tested regularly. Students should make themselves familiar with the location of these items. Students must keep a small personal emergency survival kit in their locker containing at least: water, food and sturdy footwear.

WELLBEING

Your Wellbeing is important to us and we encourage you to seek support when you are unwell using the Massey University Student Health and Counselling Services, listed in section 7.2 on page 16 of this handbook.

Have a question or problem and not sure who to ask? Here are some places to start...

Is it related to your course of study, classes, programme, timetable etc?

- Yes? Talk to one of the tutors in your department first, they can help you figure out the best person to answer your question.

Is it a personal thing, not related to School stuff?

Talk to an adult you can trust, maybe someone in your **department, the Massey Counsellor, or Craig & Fe'ao** in Student Services; we may not be able to solve it for you but we will probably be able to help you figure out who you could talk to next!



I don't want to talk to anyone at Toi Whakaari about this!

OK, but it's good to talk to someone... how about these places and services...

Youthline – [0800 376 633](tel:0800376633), free text 234 or email talk@youthline.co.nz or online chat.

Samaritans – 0800 726 666

Lifeline – 0800 543 354

Healthline – 0800 611 116 – to get help from a registered nurse 24/7

Depression Helpline – 0800 111 757

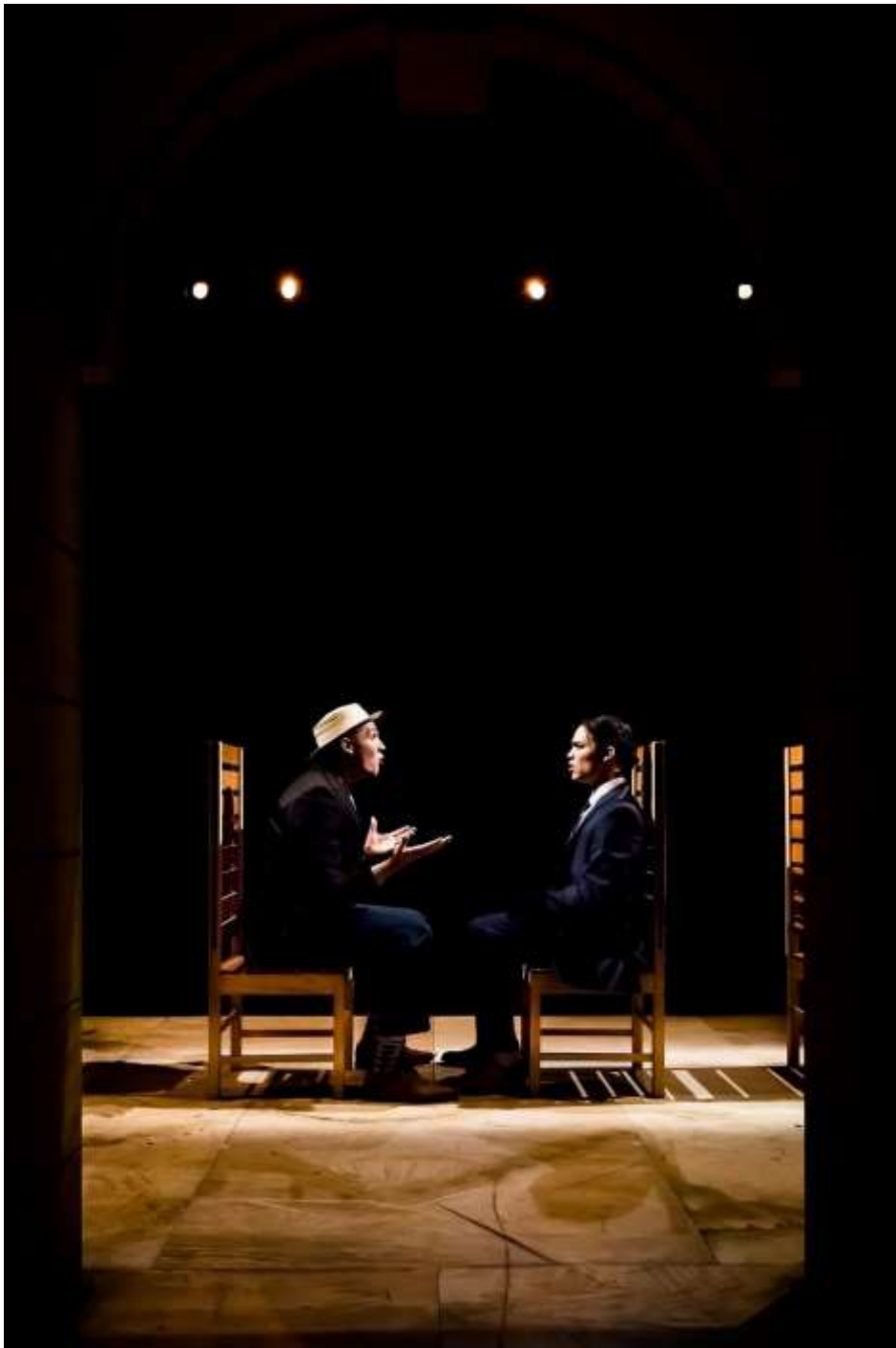


Love and Information, directed by Peter Zazzali, 2019

Part B: Student Policies

Students can access all student and academic policies via the Student Services Office. Some policies are also available via the Toi Whakaari website.

- Section 1: Fees, Withdrawals and Refunds
- Section 2: Student Policies
- Section 3: Pastoral Care



The Two Gentlemen of Verona, directed by Jaqueline Coates, 2018

Section 1: Fees, Withdrawals and Refunds

1A Fee Payment

1B Withdrawals and Refunds

1C Enrolment & Equipment Deposit (refundable)

1A Fee Payment

POLICY

All tuition fees, compulsory course related costs, Student Services Levy and the Enrolment & Equipment Deposit must be paid prior to the first day of commencement of an annual course of study.

- Students who do not complete enrolment procedures prior to the first day of School will not be verified as students.
- Students who have overdue fees may be refused entry to class.
- Students with any outstanding debts to the School will have graduation withheld.

Student Fee Protection and Trust Account

POLICY

It is a New Zealand Qualifications Authority requirement that all Private Training Establishments, including Toi Whakaari: New Zealand Drama School, arrange the protection of student fees in the event of insolvency, regulatory or voluntary closure of the organisation or withdrawal of accreditation - that is, in **circumstances beyond the student's control** - or have an exemption from the requirement.

Toi Whakaari :New Zealand Drama School meets this requirement through the fee protection services of the Public Trust which meets the criteria of the student fee indemnification policy, in accordance with s236A(2)(a) of the Education Act 1989.

PROCEDURE

Students must arrange for fees to be paid in full by the first day of the course.

- All tuition fees and all course related costs and student levies are to be paid directly to PUBLIC TRUST account, including fees arranged through student loan applications to STUDYLINK administered by the Ministry of Social Development.
- If fees have not been paid prior to the first day of school, students must apply to the Director, through the Student Services Office for permission to attend class.
- Permission will only be granted to students who can provide evidence that they have made arrangements for the timely payment of fees.

1B Withdrawal and Refunds

POLICY - DOMESTIC STUDENTS ONLY

Under Section 27 of the Education Amendment Act (No.4) 1991 students have the right to withdraw from their course of study (being a course of 3 months duration or more) at any time within 10 days after the first day of the course for which attendance of students at the establishment is required.

If, and only if, satisfied that the student has withdrawn from the course within 10 working days after the first day of the course for which attendance of students was required, the School shall refund the amount held to the student, with a deduction of the following:

- (i) 10 percent of that payment or
- (ii) \$500, whichever is the lesser amount.

For withdrawal beyond the first 11 working days there will be no refund of tuition fees. In this circumstance a partial refund of paid Student Services Levy fees only will be granted, upon request. This refund payment will be relative to the number of weeks of study yet to be completed at the time of withdrawal.

POLICY - INTERNATIONAL STUDENTS ONLY

Under the Education Amendment Act 1989 235B (No 2) effective from 15 October 2012, International students have the right to withdraw from a course of study (being a course of more than 3 months duration) at any time within the first 10 working days of a course.

If the student has withdrawn within 10 working days after the first day of the course for which attendance of students is required, the School shall refund the amount held to the student with deduction of up to 25% of that payment based on actual expenses incurred.

Costs that can be claimed for deduction from the refund are as follows:

- a. tuition fees (may include overhead costs such as marketing, recruitment, and agents' commissions)
- b. examination fees
- c. administration and registration fees
- d. student services fees
- e. books, uniforms, and other similar costs relating to the programme or training scheme:
- f. English for Speakers of Other Languages (ESOL) support
- g. airport pick-up
- h. insurance
- i. accommodation.

If an International student, who has accepted an offer of place on a course, withdraws prior to the commencement of the course, the School shall refund the amount held to the student with a deduction of \$500.

PROCEDURE

Students must withdraw in writing to the Director prior to the completion of the 10th working day of the course for which attendance is required, in order to be entitled to a partial refund of monies paid in respect of tuition fees.

Fees Refund Exception

POLICY

Subject to the Education Act 1989 and the Consumer Guarantees Act 1993, refunds will not be available otherwise under any circumstances. However, there is a limited discretion to permit refunds in exceptional circumstances (e.g. illness or disability).

PROCEDURE

If withdrawal is beyond the first 10 working days of the course, and a refund is required, the **Director must receive a written request within one week of the student's withdrawal**, outlining the special circumstances to consider.

Discretion will be exercised by the Director, whose decision will be final, and no correspondence will be entered into once the Director has made a decision. The decision of the Director will be made within one week of the request for a refund.

1C Enrolment & Equipment Deposit (refundable)

POLICY

All students enrolling at Toi Whakaari must pay a refundable enrolment & equipment deposit of \$200 for each year of study. This deposit is to offset any costs incurred by the student (equipment damage or loss, library books etc) during the duration of the **student's** enrolment at Toi Whakaari and is refunded upon completion of the year - less any unpaid amounts owed to the school at that time.

PROCEDURE

- All students enrolling at Toi Whakaari will pay the enrolment & equipment deposit along with their tuition fees, student services levy and any other compulsory course related costs into their Public Trust account prior to their commencement of study each year.
- **A student's enrolment & equipment deposit will be assessed and refunded during the exit process at the end of each year (or at the time of withdrawal from a course of study) – less any unpaid amounts owed to the school at that time.**
- If the total owed to the school is greater than \$200 the school will seek to reclaim the balance from the student. Non payment of amounts owing may result in a student not being able to re-enrol or graduate.



Costume Showcase 2018

Section 2: Student Policies

2A Rules and Regulations

Smoking, Alcohol, Drugs

External Work

School Property

General Conduct

Use of Information Technology

2B Student Learning Contract

Attendance and Absence

Note: The following Toi Whakaari Academic Policies:

- Assessment and Moderation Policy
- Exceptional Circumstances and Assessment Review Policy
- Research Policy
- Programme Review Policy
- Academic and Student Policy
- Disciplinary and Grievance Resolution Policy

are available on the Toi Whakaari [website](#) or from the Student Services Office and Library.

Students should refer to their Departmental guidelines for information about how these policies operate in practice.

2A Rules and Regulations

The Rules and Regulations are developed **to ensure that an individual's behaviour does not** undermine their own training or the training of others.

The following Rules and Regulations are to be strictly adhered to during the student's period of study at Toi Whakaari: NZ Drama School. Any breach of the Rules and Regulations will be dealt with through the Disciplinary and Grievance Resolution Policy, as outlined on our [website](#).

Smoking, Alcohol and Drugs

POLICY

Smoking (including e-cigarettes) is not permitted on School premises except within the designated smoking area outside the Student Common Room.

Illegal substances and alcohol are not permitted on School premises. Students may not be present on School premises under the influence of alcohol or drugs.

Alcohol may only be consumed on School premises within the terms and conditions of the Sale of Liquor Act and the On-Licence held by The New Zealand Schools of Dance and Drama Premises Management Trust Board, (Te Whaea Services).

PROCEDURE

Smoking outdoors is permitted only within the area adjacent to the exit nearest to the Student Common Room.

External work

POLICY

No professional performance/production work (paid or unpaid) is permitted without prior approval from the School.

No professional performance/production work (paid or unpaid) will be permitted which clashes or interferes with timetabled School requirements.

Students will not be paid for any work carried out in any medium as part of their study at Toi Whakaari unless negotiated with their Department. Residual profits from any work will remain with the School.

Non-performance/production work (ie other part-time paid work) must not interfere with attendance.

PROCEDURE

Requests for professional performance or production work that falls outside classes, rehearsals or other School work will be reviewed by the relevant Department on a stand-alone basis.

Written permission must be sought from the Department with dates confirmed by letter/fax/email from the agent or employer. Staff will consider all the issues before reaching a decision.

Where permission is granted it must be understood that changes in schedules may not be sanctioned if they encroach on School time.

School Property

POLICY

School property including the physical fabric of the School premises (Te Whaea), must be treated with respect. Any misuse, abuse, deliberate damage or negligence resulting in loss or damage is deemed to be misconduct and therefore disciplinary procedures will be implemented.

Students must maintain the security of the premises at all times and follow Te Whaea Service security guidelines as outlined in this Handbook.

PROCEDURE

All damage or losses to School property must be reported to the Te Whaea Services Venue Manager as soon as practicable.

Students must not possess or remove any property belonging to the School or its students, employees or business contacts without authorisation.

Students must not pass on security codes, security access cards or keys to any unauthorised persons.

General conduct

POLICY

Students must conduct themselves in a professional manner at all times when either within, or acting as a representative of, the School.

Students must behave with courtesy and respect to fellow students, staff and visitors to the School at all times.

Bachelor of Performing Arts (Acting) students must consult with their Department before making any radical changes to their physical appearance.

PROCEDURE

Staff or students who believe a student's conduct is in breach of this policy must report this as soon as possible to a supervising tutor or Head of Department for further action.

Use of Information Technology

This policy applies to all Information Technology equipment and computerised data owned, operated or held by the School.

The purpose of this policy is to ensure that appropriate behaviour regarding the use of the information technology system is clearly understood and practised by all users, to ensure the security and operational integrity of the systems.

POLICY

All students are individually responsible and accountable for their use of IT systems and equipment.

Students must use all IT systems and equipment in a responsible manner and in accordance with the guidelines provided by the School.

PROCEDURE

Filing Structure

Students must familiarise themselves with the structures of the electronic student folder system so that all documents are appropriately stored in the system.

When files are no longer needed or are out of date, users are responsible for deleting them. All student folders will be cleared out at the end of each academic year unless a specific request has been made and approved by the Teaching and Resources Technician.

Damage

A student who intentionally damages any equipment or data will be liable for the cost of repair. However, unintentional damage will be dealt with on a case by case basis. Staff and students must immediately report any damage, however caused.

Intellectual Property

All users should be aware of the intellectual property rights involved in the unauthorised use and copying of computer software. Respect for work and acknowledgement of authorship is crucial.

Appropriate Use and Security

Students using the internet must ensure that the use is appropriate. This includes:
Communication and information exchange with other persons or organisations as required
Conducting research for the purposes of relevant study-related work.

Prohibited Internet activities include but are not limited to:

Viewing websites or receiving communication that contains obscene, objectionable or offensive material; gambling; soliciting; making or posting indecent remarks

Downloading software or files without virus protection in place.

Downloading large files (movie) and images which are not related to a student's course of study.

Any activity that violates New Zealand Law.

Management reserves the right to monitor the volume and cost of network traffic at all times.

Students need to apply sound judgment in the transmission of sensitive information to external addresses. Highly sensitive or confidential information should not be transmitted by email.

Te Whaea Services may place additional security measures on the system such as password protecting the equipment or information stored.

Large Attachments

Large attachments sent via email to multiple addresses place stress on the network and mail server equipment. Therefore all large files should be compressed prior to transmission by email. It is preferable that email includes a link to a file rather than an attachment.

Distribution of Group Messages

Students must be aware that the use of distribution groups "All Drama Students" results in a message being sent to all Drama School students, or "Drama" to all Staff. Any student wishing to distribute an email to the wider School community should make a request to the Registrar.

Remote Access and Wireless connection

Misuse of the remote access wireless connection leading to damage of provided hardware, contraction of a virus, and access by non-**authorised people to the organisation's** information systems or equipment will result in withdrawal of the remote access facility from a student.

System Backup and Maintenance

Imaging of the server's data files occurs three times a day. A backup of the system is made every week night. A monthly back up is also made and kept off-site. Where possible advance notification will be given of any server shut-down or inaccessibility.

Assistance

Any clarification or advice required for the use, or maintenance of Information Technology Systems and/or equipment should be sought from the Audio-Visual Technician.

2B Student Learning Contract

The Toi Whakaari Academic Policies, Assessment and Moderation Policy and the Exceptional Circumstances and Assessment Review Policy are available on the Toi Whakaari [website](#) or from the Student Services Office and Library.

Assessment Submission

Students should note that ALL assignments/assessments must be attempted, any extension or alternative assessment MUST be asked for in advance of the due date from the supervising tutor. Failure to complete work may result in failure of your whole course.

Students should refer to their Departmental guidelines/assessment guidelines for information about how these policies operate in practice in specific departmental contexts.

Attendance and Absence

Absenteeism severely disadvantages students from maximising their training and is viewed with concern by the School. The absence, or lateness, of one student impacts on the work of all students in the group. School performances, productions, exhibitions, presentations and showcases are the equivalent of examinations in other tertiary institutions.

If a student is absent for any reason they must follow the relevant procedures. Any other specific Departmental procedures for reporting absence will be notified by tutorial or administrative staff.

Students must:

- If required by their department, log their Security Access card against the Attendance recorded in the Main Entrance Foyer
- If expecting to be absent or late on the day, text message the School using the School ETXT system (as instructed at the beginning of each study year) or email attendance@toiwhakaari.ac.nz or notify the Registrar if they are unable to attend prior to 8.30am by leaving a detailed message (phone 381 9211)
- Sign in or out at Reception if arriving late or leaving early, giving reason for non-attendance.
- Explain absence to all relevant tutors, and arrange to make up the lost work.
- Sit in on class, if unable to participate actively.
- Students needing a leave of absence must request a formal Leave of Absence in advance, from the appropriate Department. Forms are available for requests of approved absence (located near staff pigeonholes).
- In the event of serious or long-term sickness or injury, or other circumstances requiring a long-term leave of absence, a student must receive approval from the Department and the Director.
- If leave is granted, students must comply with any prescribed requirements for completing missed work.
- Report injuries occurring on School premises to Reception immediately or as soon as practicable.
- Present a medical certificate following absences for illness or injury of more than two days.
- Immediately declare any health issues, which may affect participation in their programme, to a Supervising Tutor or their Department.



Set & Props Class



Set Finishing

Section 3: Pastoral Care

3A Student Support

POLICY

The physical and emotional demands made on students at the School are significant. Therefore the School strives to create a healthy learning environment both for the group and the individual. Staff are required to provide pastoral care, and to refer students for professional advice if necessary.

The School Registrar coordinates pastoral care for students (international and domestic) across the School, and is the main (initial) point of contact for students in difficulty.

PROCEDURE

The health of the School community is promoted and supported through weekly meetings of the entire student and staff body (Hui a Kura).

Students can approach staff within School hours to request an appointment to discuss pastoral care issues.

Wherever possible, staff will respond to the request immediately, or within 24 hours. If unable to deal with the request they will refer the student to an alternative staff member as appropriate.

If required, a student can be referred for external professional advice, after consultation with the appropriate Head of Department and one other staff member.

Environmental and safety factors in the School will be monitored and specific provision made for meeting emergencies (multiple injuries, immediate evacuation of buildings, etc).

The School will adhere to ethical principles such as student confidentiality, privacy, and informed consent.

Staff or student representatives may serve as student advocates if required.

Feedback will be collected and evaluated twice yearly from the student body through a student survey. This will inform any review of student services.

Students have two representatives on each of the sub-committees of the Board of Trustees. These students are elected by their peers at the beginning of the year.

3B Access to Guidance, Support and Welfare Services

POLICY

The School is committed to responding appropriately to learners who experience any physical, cultural, psychological, moral or emotional harm while studying.

The School will facilitate access to suitable professional health support for all students.

PROCEDURE

Staff with current First Aid qualifications are on-site to provide assistance when required.

Students are informed of guidance, support, welfare services, and health and safety **procedures through the Student Handbook, notices and pānui** at Hui a Kura.

Referrals and information regarding reputable health professionals and counsellors will be made available to students. This is currently provided through the services of the Massey University Student Health and Counselling Centre.

Staff will respond appropriately to identify disabilities or learning difficulties and can refer students for external assessment or assistance programmes if required.

Should there be a staff recommendation to alter academic requirements for 'health reasons' the School will provide a written statement to support this.

Personnel working within the School are encouraged to refer students with a health problem to appropriate professional services without delay. Department Managers and Heads of Department will be informed if appropriate.

Professional facilitators, psychologists or counsellors may be brought in to facilitate or assist with group learning difficulties.

3C Privacy

POLICY

Toi Whakaari: NZ Drama School is committed to protecting student privacy.

PROCEDURE

Students will be required to provide current contact information (address, phone number and email address) to the School during the period of enrolment. Contact information supplied to the School by a student is maintained in secure databases and is used to contact students when necessary, in connection with transactions entered into by students with the School.

The School will not sell, trade or rent personal information to others without obtaining a **student's consent**. **The School may use contact** details in order to send information and offers from Toi Whakaari: NZ Drama School.

The School website may contain links to other websites. Toi Whakaari: NZ Drama School is not responsible for the privacy practices or the content of such websites.

Toi Whakaari: NZ Drama School may publish student work (in part or in whole) for the purposes of publicity and student recruitment.

The School has security measures in place to protect the loss, misuse and alteration of the information under its control.

Graduates who do not wish to receive email from the School must inform the Registrar's Office in writing or by email.

3D Additional Information - International Students Grievance & Complaints Resolution

If you have a complaint about Toi Whakaari: NZ Drama School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Toi Whakaari: NZ **Drama School's formal complaint process first.**

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email risk@nzqa.govt.nz. They can provide an independent assessment of your complaint.

Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.fairwayresolution.com/istudent-complaints>.

If you require any assistance with issues around complaints and complaint resolution, please speak to the School Registrar.

Students are reminded that these policies and procedures may be amended or changed over the course of the year. Check in Canvas, download the latest version from our website, or you can obtain a hard *copy from the Registrar's office or the Library.*