



Canterbury Institute of Management (CIM)

Student Handbook – Auckland Campus

Version – For Internal Use Only)

Prepared for students of the Canterbury Institute of Management (CIM) – Auckland Campus, this handbook reflects our commitment to providing a positive, inclusive, and supportive learning environment for all learners. The guidelines, policies, and procedures outlined in this document are aligned with New Zealand legislation, sector best practices, and our values of respect, cultural responsiveness, and academic integrity—especially in recognising and honouring the diverse communities we serve, including our Māori and Pasifika whānau.

This Student Handbook is designed to be a practical and comprehensive guide to help you navigate your academic journey at CIM. It includes essential information about your rights and responsibilities, academic support services, campus life, wellbeing, and key policies. By familiarising yourself with this handbook, you will be better equipped to make the most of your time at CIM and to succeed in a safe, respectful, and engaging learning environment.

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Section 1: Welcome and Introduction

Welcome Message from Canterbury Institute of Management

Nāu mai, haere mai ki te Canterbury Institute of Management!
(Welcome to the Canterbury Institute of Management!)

We are thrilled that you have chosen the Canterbury Institute of Management (CIM) in Auckland, New Zealand, as your destination for academic growth and personal development. Whether you are joining us from within New Zealand or from overseas, studying at CIM is a life-changing opportunity. It allows you to challenge yourself academically, embrace new cultural experiences, and prepare for a successful future in your chosen field.

CIM offers a diverse range of programmes, including the Bachelor of Business, Graduate Diploma in Business, Postgraduate Diploma in Business, Master of Business Administration, and the New Zealand Certificate in English Language (Academic) Levels 4 and 5. Each programme is designed to align with global and local job market needs, equipping students with the knowledge and skills to excel in competitive professional environments.

Our Commitment to Your Success

At CIM, we are dedicated to delivering high-quality education and comprehensive support services tailored to your individual needs. For international students, studying abroad represents a unique opportunity to explore a new country while gaining a globally recognised qualification. For domestic students, CIM provides a dynamic environment that fosters both personal and professional growth.

Our friendly and professional staff are committed to supporting your academic journey and ensuring you have access to the resources you need to succeed. We pride ourselves on offering professional learning and teaching experiences, along with outstanding student support services. Please know that help is always available—whether you have questions about your studies, need assistance with personal challenges, or simply wish to connect with others in the CIM community.

Your Journey with CIM

Studying at CIM is about more than just attending classes. It's an opportunity to:

- Engage with a diverse community of learners.
- Develop critical skills and knowledge to succeed in your career.
- Experience the rich culture and vibrant environment of Auckland, New Zealand.

We encourage you to make the most of your time here by participating in campus activities, exploring the local community, and embracing the unique opportunities that CIM and New Zealand have to offer.

This Handbook: Your Guide to Success

This handbook has been thoughtfully designed to provide you with essential information about life and study at CIM. It includes important details about our policies, procedures, and the support services available to you. Please take the time to read it thoroughly and refer to it whenever you have questions.

If you need clarification or assistance with any items in this handbook, our Reception Staff are always available to help. Don't hesitate to reach out for guidance or support at any time.

We look forward to supporting your success and hope your time with us is rewarding, enriching, and memorable. Welcome to the Canterbury Institute of Management—where your future begins!

Ngā mihi nui (With warm regards),
The Canterbury Institute of Management Team

Message from the General Manager

Anand Mokashi, General Manager

Tēnā koutou katoa,
(Greetings to you all,)

On behalf of the Executive Management Team and the entire Canterbury Institute of Management (CIM) community, it is my privilege to welcome you to our Auckland campus. We are delighted that you have chosen CIM as the next step in your academic journey.

At CIM, we are committed to providing an inclusive, supportive, and student-focused learning environment where your success is our priority. Our mission is to nurture not only academic excellence but also your personal growth, ensuring you leave CIM equipped with the skills, knowledge, and confidence to thrive in your chosen field.

Your time at CIM will offer countless opportunities to engage with diverse perspectives, embrace cultural experiences, and develop lifelong connections with peers, faculty, and the wider community. Auckland, a vibrant and multicultural city, serves as the perfect backdrop for your studies, offering an environment rich in opportunities for exploration and learning.

We encourage you to immerse yourself fully in the programmes and experiences available at CIM. Whether you are pursuing a Bachelor of Business, a Graduate or Postgraduate Diploma, a Master of Business Administration, or improving your English language skills, our dedicated staff and faculty are here to guide and support you every step of the way.

My door is always open, and I encourage you to reach out to me or any member of our team if you have questions, need assistance, or wish to share your ideas. Together, let us strive for success, embrace challenges, and celebrate achievements.

As we say in Māori, “He waka eke noa” – we are all in this together. Welcome to the Canterbury Institute of Management, and I look forward to witnessing your growth and achievements during your time with us.

Ngā manaakitanga (With blessings),
Anand Mokashi
General Manager
Canterbury Institute of Management

Section 2: Campus Information

Canterbury Institute of Management

The Canterbury Institute of Management (CIM) is a distinguished tertiary education provider offering a range of programmes tailored to meet the evolving demands of domestic and international employment markets.

Auckland Campus

Address:

75 Karangahape Road, Auckland Central, Auckland 1010, New Zealand

Operating Hours:

- Monday to Friday: 8:30 AM to 5:30 PM
- Evening Classes (if scheduled): 6:00 PM to 9:00 PM
- Saturday (if scheduled): 9:00 AM to 2:00 PM

Campus Location and Accessibility

CIM's Auckland campus is ideally situated on the prominent corner of Karangahape Road and Liverpool Street, offering excellent connectivity and access to a range of amenities.

Transportation and Accessibility:

- Walking distance to major transportation hubs, including frequent bus routes to and from Queen Street and surrounding suburbs.
- Close to motorway on-ramps at Union Street, Symonds Street, and Wellesley Street, providing easy access by car.

Neighbourhood Features:

- Located in Auckland's vibrant educational hub, surrounded by universities and colleges, fostering opportunities for academic collaboration and a rich student life.
- Proximity to cultural and recreational facilities offers various extracurricular opportunities for students.
- An eclectic mix of cafes, eateries, and retail options in the area enriches the campus experience with diverse dining and leisure choices.

Auckland as a Study Destination

Auckland, New Zealand's largest and most diverse city, provides a safe, student-friendly environment and a rich cultural experience.

Key Features of Auckland:

- Excellent public transport and connectivity.
- Stunning natural landscapes, including beaches, parks, and hiking trails, offering a balance between academic and leisure activities.

Notable Attractions:

- **Sky Tower:** A prominent city landmark with breathtaking views.

- **Auckland Art Gallery:** Featuring traditional and contemporary art.
- **Waiheke Island:** Known for vineyards and beaches, accessible by ferry.
- **Mount Eden:** A volcanic crater with panoramic views of the city.
- **Te Wero Bridge:** A vibrant spot showcasing Auckland's waterfront culture.

Campus Facilities at CIM

CIM's campus is equipped with state-of-the-art facilities designed to foster a supportive and technologically advanced learning environment. These facilities ensure students have access to resources and spaces that cater to their academic and personal needs.

Modern Classrooms and Learning Spaces

- Spacious and modern classrooms are designed to promote effective learning and student engagement.
- Computer labs are equipped with the latest technology, providing students with free Wi-Fi and the tools needed for academic success.
- Classrooms and laboratories are maintained with high standards of cleanliness. Students are responsible for keeping these spaces tidy by removing personal belongings and litter after each class. Furniture and equipment must be returned to their original positions after use.

Library and Academic Resources

- The CIM Library offers a limited collection of textbooks and reference books, complemented by access to the ProQuest online database for e-books and electronic journals.
- Students can borrow up to five books for a maximum of two weeks, with the option of two renewals if books are not reserved by others. Late returns incur a fee of \$2 per day, and lost or damaged books require a \$150 replacement fee.
- All library resources must be returned or accounted for before students can graduate.

Communal and Recreational Spaces

- The student common room provides a space for relaxation and recreation, equipped with tea/coffee facilities, microwaves, and other amenities.
- A dedicated meeting and reflection room is available for students of all faiths to use for quiet reflection or group discussions.

Additional Facilities

- High-speed internet connectivity is available throughout the campus, enabling seamless access to online resources and communication tools.
- Designated areas for group work and individual study are provided to support collaborative learning and personal focus.

Section 4: Staff Contact Information

At CIM, we are committed to supporting your academic and personal journey. Below are key staff contacts who are available to assist you during your studies:

Name	Position	Contact details	Responsibilities
Anand Mokashi	General Manager	021 492 898	Strategic leadership, campus operations, governance oversight, stakeholder engagement, and ensuring compliance with NZQA standards.
	Academic Director		Academic leadership, programme oversight, academic appeals.
	Student Support Manager		Student welfare, personal support, and grievance handling.
	Student Support Officer		Enrolments, course changes, and entry requirements.

For queries or concerns, you can also approach our reception staff, who will direct you to the appropriate team or resource.

Note: For detailed information on emergency services, counselling, career guidance, and other external support, please refer to **Section 7: Key Contacts and Support Services**.

Section 5: Cultural Awareness and Māori Values

At the Canterbury Institute of Management (CIM), we recognise the cultural richness of Aotearoa New Zealand and embed Māori and Pasifika perspectives within our educational frameworks. Guided by Te Tiriti o Waitangi, we uphold principles of partnership, protection, and participation, ensuring our learners experience an environment where diverse identities are valued and celebrated.

Honouring Te Ao Māori

In line with CIM's **Māori and Pasifika Strategy**, we integrate **Te Whare Tapa Whā** (a holistic model of well-being) and **Māori values** into our teaching, assessments, and institutional policies. Students will learn about key concepts such as:

- **Manaakitanga** (hospitality and care): Fostering an inclusive and supportive community where students, staff, and visitors feel respected and valued.
- **Kaitiakitanga** (guardianship): Encouraging ethical conduct and environmental responsibility in academic pursuits and professional practices.
- **Whanaungatanga** (relationships): Promoting strong connections among learners, staff, and external communities, recognising the importance of collective growth.

Tūhono Mai Whanake Tahī Framework

Central to our culturally responsive approach is the **Tūhono Mai Whanake Tahī** framework, which emphasises:

- **Tūhono Mai** (Connection): Strengthening ties between learners, whānau (families), and local communities.
- **Whanake Tahī** (Growth Together): Facilitating collaborative learning experiences that acknowledge and respect diverse cultural perspectives.
- **Manaakitanga** (Care and Support): Providing culturally attuned guidance through hui (gatherings), fono (community discussions), and student support services.
- **Rangatiratanga** (Leadership and Self-Determination): Enabling Māori and Pasifika learners to take on leadership roles, mirroring local cultural aspirations.
- **Vā** (Relational Space): Affirming the importance of respectful and empathetic relationships among students, staff, and the wider community.

Celebrating Māori and Pasifika Heritage

Across all programmes—ranging from the **Bachelor of Business** to the **Master of Business Administration**, and including the **NZCEL (Academic)** qualifications—CIM weaves in Māori and Pasifika themes through:

- **Case Studies and Group Projects**: Highlighting local iwi initiatives or Pasifika enterprises to enhance cultural understanding.
- **Campus Events and Cultural Activities**: Offering opportunities for students to engage meaningfully with iwi, Pasifika organisations, and other community groups.
- **Holistic Student Well-being**: Drawing on Te Whare Tapa Whā to support mental, physical, spiritual, and familial dimensions of well-being.

Through these initiatives, CIM actively nurtures an environment where cultural diversity is embraced, and every learner is encouraged to succeed. As reflected in the whakataukī:

“Ehara taku toa I te toa takitahi, engari he toa takitini.”
(My success is not mine alone, but the success of many.)

We believe our collective achievements flourish when we acknowledge the mana of each individual and commit to growing together within a respectful, dynamic, and inclusive academic community.

*For more detailed information, please refer to the **Māori and Pasifika Strategy** documents available through CIM's Student Services.*

Section 6: Student Services and Welfare

6.1 CIM's Commitment to Pastoral Care

The Canterbury Institute of Management (CIM) is devoted to upholding the highest standards of student welfare and success. In line with the NZQA Code of Practice for the Pastoral Care of Domestic and International Students, we have comprehensive systems and support services to ensure we meet the following requirements:

- **Outcome 1: A Learner Well-being and Safety System**
CIM maintains a robust structure to monitor and support student well-being, ensuring any concerns or risks are promptly addressed.
- **Outcome 2: Learner Voice**
We actively seek feedback from students—through surveys, class representatives, and forums—to refine and improve our services.
- **Outcome 3: Safe, Inclusive, and Supportive Environment**
Our campus policies and facilities are designed to foster a welcoming environment for learners from all backgrounds.
- **Outcome 4: Student Accommodation**
Although CIM does not provide on-site accommodation, we offer advice and guidance for safe and affordable housing options in Auckland.
- **Outcome 8: Managing and Responding to Risks**
Clear policies and procedures are in place for emergency management, health and safety, and crisis support to ensure prompt responses when incidents arise.
- **Outcome 9: Advice and Support for International Students**
Dedicated staff are available to advise on immigration matters, insurance, cultural adjustment, and academic expectations for all international learners.
- **Outcome 10: Student Involvement and Engagement**
We encourage every student to participate in orientation sessions, social events, and student-led initiatives to build a thriving campus community.
- **Outcome 11: Managing Agents (*Where Relevant*)**
For prospective international students, CIM works with reputable education agents who align with our high standards of integrity and care.
- **Outcome 12: Students' Immigration and Insurance Obligations**
We regularly provide clear information on visa conditions, health insurance requirements, and other responsibilities for international learners.

6.2 Academic Support

CIM is committed to helping you achieve your academic goals. In addition to regular lectures and tutorials, we provide:

- **Academic Guidance**
 - **One-to-one Consultations:** Lecturers or Tutors are available to address specific academic questions or challenges.

- **Referrals to Specialist Staff:** Should you require targeted support (e.g., research skills, referencing, time management), course or programme directors will connect you with the right team member.
- **Orientation Programmes**
 - **New Student Orientation:** Conducted at the start of each semester, these sessions familiarise students with CIM's facilities, resources, and academic requirements.
 - **Campus Tours and Information Sessions:** Designed to help you settle into campus life and understand Auckland's culture and transport options.

6.3 English Language Support

In accordance with NZQA entry requirements, all learners must meet CIM's English language criteria. However, we understand that some students may need ongoing support during their studies. We offer:

- **Regular Study Skills Session:** Facilitated by the Librarian and Information Services team, covering academic writing, effective reading strategies, note-taking, and presentation skills.
- **Additional English Language Workshops:** For those seeking to build confidence in spoken and written English, small-group sessions focus on grammar, vocabulary, and academic discourse.

6.4 Well-being and Counselling Services

CIM acknowledges the importance of mental, emotional, and social well-being for student success. Our **counselling service** is:

- **Free of Charge and Confidential:** Available to all currently enrolled students for guidance on homesickness, balancing commitments, stress management, relationship or family matters, and motivation concerns.
- **Referrals and Support:** We work closely with external health providers, ensuring you can access specialised care if needed.

6.5 Career Services

Preparing for life beyond CIM is an integral part of your student journey. Our **Career Services** team provides:

- **CV and Cover Letter Assistance:** Personalised reviews and feedback to help you showcase your skills and experiences.
- **Interview Skills and Job Search Strategies:** Workshops and one-on-one coaching to enhance your confidence and success in the employment market.
- **Industry Connections:** Referrals, networking events, and potential employer introductions when opportunities are available.

6.6 Additional Student Services

To support the diverse needs of our learners, CIM's **Student Services** offers:

- **Health and Well-being:** Advice on general health matters, information on local clinics, and support with managing personal well-being.
- **Disability Support:** Assistance for students with specific learning requirements, including special arrangements for assessments or access to assistive technologies.
- **Welfare Support and Safety:** Guidance on accessing financial advice, legal aid, and information about staying safe in Auckland.
- **Accommodation Advice:** Tips for renting in Auckland, finding suitable accommodation, and living harmoniously with others.
- **Multi-faith and Cultural Support:** Designated spaces for prayer or reflection, and help connecting with faith-based or cultural communities.

6.7 Keeping You Informed

CIM remains committed to continuously evaluating and improving these services in alignment with the NZQA Code of Practice. Regular updates and reminders about available support services are posted on student noticeboards, emailed to your student account, or announced in class.

If you have any queries or require assistance, please contact:

- **Student Support Team:** Email: info@cim.ac.nz
- **Academic Offices:** Speak to your Programme Leader or Lecturer about academic concerns.

We encourage you to reach out whenever you need guidance—our goal is to help you succeed both academically and personally throughout your time at CIM.

Section 7: Health and Safety

At the Canterbury Institute of Management (CIM), your **safety** and **well-being** are our top priorities. We believe in maintaining a supportive learning environment where students feel secure, informed, and empowered to succeed. This section provides essential information on emergency contacts within New Zealand, CIM's student support services, and practical advice on how to prepare for and respond to various emergencies.

7.1 Emergency and Essential Contacts in New Zealand

In critical situations, dial **111** for immediate Police, Fire, or Ambulance assistance. For other services, refer to the contacts below:

1. Emergency Services (Police, Fire, Ambulance)
Phone: 111
2. Healthline (Free 24/7 Health Advice)
Phone: 0800 611 116
3. Mental Health Support
Text or Call: 1737 (Free counselling services)
4. NZQA (Academic or Qualification Concerns)
Phone: 0800 697 296
5. Citizens Advice Bureau (General Advice)
Phone: 0800 367 222
6. iStudent Complaints (Dispute Resolution)
Phone: 0800 006 675
7. Immigration New Zealand (Visa Enquiries)
Phone: 0508 558 855
8. WorkSafe NZ (Health & Safety Concerns)
Phone: 0800 030 040
9. Safe to Talk (Sexual Harm Support)
Phone: 0800 044 334
Text: 4334
10. Victim Support (Affected by Crime)
Phone: 0800 842 846
11. Tenancy Services (Housing and Renting Advice)
Phone: 0800 836 262

7.2 Campus Safety and Well-being

CIM is committed to creating a **safe and inclusive** environment:

- Our campus complies with all New Zealand occupational health and safety standards. We undertake regular reviews to ensure a hazard-free study environment.
- Include a detailed overview of emergency procedures, campus security measures, and ways to stay safe in Auckland.

- We encourage students to share any concerns with staff or the Student Support Team; early intervention and open communication often help prevent larger issues later on.

7.3 Emergency Preparedness

In the event of an emergency, knowing how to respond quickly and safely is vital. Follow the guidelines below:

1. Fire

- **Raise the Alarm:** If you discover a fire, activate the nearest fire alarm.
- **Evacuate Immediately:** Leave the building by the nearest safe exit.
- **Assembly Point:** Proceed to the designated meeting area and do not re-enter until instructed.

2. Earthquake

- **Drop, Cover, and Hold:** Get under sturdy furniture, cover your head and neck, and hold on.
- **Evacuation:** Once shaking stops, evacuate cautiously, avoiding damaged structures.
- **Regroup:** Meet at the campus assembly point.

3. Medical Emergencies

- **Call 111:** For urgent cases, or notify nearby staff.
- **First Aid:** If trained, administer basic first aid until help arrives.
- **Follow Staff Instructions:** Campus staff will coordinate with emergency responders.

4. Other Emergencies or Risks

- **Follow Campus Alerts:** CIM will issue instructions by email, text, or PA system if needed.
- **Stay Informed:** Listen to local radio or official announcements for updates.

Remember: Help is always available. If you ever feel uncertain or require immediate assistance, do not hesitate to reach out to CIM staff or the emergency services listed above.

Section 8: Academic Programmes Offered

Canterbury Institute of Management (CIM) is committed to offering a robust portfolio of academic programmes tailored to meet the diverse needs of both domestic and international students. All qualifications are aligned with the standards set by the New Zealand Qualifications Authority (NZQA), ensuring quality and relevance in the learning experience. Our academic offerings span various levels, with a focus on equipping students with the skills and knowledge required to succeed in today's dynamic global environment.

8.1 Bachelor of Business

- **Majors:** Accounting, Information Systems, and Management.
- **Programme Overview:**
 - A three-year undergraduate degree designed to provide students with a comprehensive understanding of modern business practices.
 - Students will engage in coursework that covers foundational and advanced topics in business, including financial management, marketing strategies, organisational behaviour, and information systems.
 - Incorporates practical learning through case studies, simulations, and industry projects.
- **Key Learning Outcomes:**
 - Develop analytical and problem-solving skills.
 - Demonstrate effective communication in business contexts.
 - Apply ethical and sustainable principles in decision-making processes.

8.2 Graduate Diploma in Business

- **Programme Overview:**
 - A one-year postgraduate qualification aimed at professionals and graduates seeking advanced business expertise.
 - Focuses on practical and theoretical aspects of business, including corporate governance, ethics, and strategic management.
 - Prepares students for roles such as Business Analyst, Corporate Strategist, and Senior Administrator.
- **Entry Pathway:**
 - Completion allows credit transfer towards the CIM Master of Business Administration (MBA).
- **Key Learning Outcomes:**
 - Analyse and evaluate complex business scenarios.
 - Develop sustainable and responsible solutions.
 - Communicate business concepts to diverse audiences.

8.3 Postgraduate Diploma in Business

- **Programme Overview:**
 - A one-year qualification building on undergraduate studies or professional experience.
 - Focuses on advanced business theories and applications, including innovation, leadership, and strategic decision-making.
- **Special Features:**
 - Pathway to the CIM Master of Business Administration.
 - Emphasises research and critical thinking skills.
- **Key Learning Outcomes:**
 - Critically reflect on business practices and propose innovative solutions.
 - Engage effectively in multicultural and interdisciplinary teams.
 - Demonstrate strategic leadership capabilities.

8.4 Master of Business Administration (MBA)

- **Programme Overview:**
 - A one and half-year professional programme designed for individuals aiming for leadership roles in various sectors.
 - Offers majors in Accounting, Information Systems, and Project Management.
 - Includes a mix of core subjects, electives, and a capstone project addressing real-world business challenges.
- **Career Pathways:**
 - Roles include Business Development Manager, Finance Manager, Operations Manager, and General Manager.
- **Key Learning Outcomes:**
 - Apply advanced management practices for organisational sustainability.
 - Integrate technical and theoretical knowledge for effective business decision-making.
 - Lead diverse teams and drive innovation in complex environments.

8.5 New Zealand Certificate in English Language (Academic) Levels 4 and 5 (NZCEL)

- **Programme Overview:**
 - Designed to develop academic English proficiency for further studies or professional contexts.
 - Level 4 focuses on intermediate proficiency, while Level 5 prepares students for higher education and specialised professional communication.
- **Special Features:**

- Emphasises critical reading, academic writing, listening, and speaking skills.
- Supports pathways to undergraduate and postgraduate studies.
- **Key Learning Outcomes:**
 - Effectively communicate in academic and professional settings.
 - Critically evaluate and interpret academic texts.
 - Demonstrate confidence in oral presentations and group discussions.

Integration of Learning and Practical Application

All programmes at CIM Auckland blend theoretical frameworks with practical applications to ensure students are prepared for real-world challenges. Through diverse delivery methods such as lectures, case studies, workshops, and collaborative projects, students develop the competencies required to excel in their chosen fields.

For further details, students are encouraged to contact the Academic Office or visit the CIM website.

Section 9: Fees and Fees Protection

The Canterbury Institute of Management (CIM) is committed to transparent fee practices and compliance with the Education and Training Act 2020 and the Student Fee Protection Rules 2021. This section outlines the key information on tuition fees, associated costs, and how CIM safeguards your payments through Public Trust. All fees are quoted in New Zealand Dollars (NZD) and are inclusive of GST.

9.1 Tuition Fees and Associated Costs

9.1.1 CIM Academic Programmes

Programme	Majors/Specialisations	Tuition Fee (NZD)	Duration
Bachelor of Business	Accounting, Information Systems, Management	\$xx,000 per year	3 years
Graduate Diploma in Business	Accounting, Information Systems, Management	\$xx,500 total	1 year
Postgraduate Diploma in Business	N/A	\$xx,500 total	1 year
Master of Business Administration (MBA)	Accounting, Information Systems, Project Management	\$xx,000 total	1.5 years
New Zealand Certificate in English Language (Academic) Levels 4 (NZCEL)	N/A	\$x,000 total	16 weeks
New Zealand Certificate in English Language (Academic) Levels 5 (NZCEL)	N/A	\$x,000 total	16 weeks

Note: Exact fees may vary depending on individual circumstances or annual reviews. Please refer to your **Letter of Offer** for the most up-to-date figures.

9.1.2 Additional Costs

Item	Fee (NZD)	Notes
Enrolment/Admission Fee	\$500	Applicable to international students only; non-refundable.
Re-issue of Student Card	\$20	Fee for replacing a lost or damaged student identification card.
Re-issue of Academic Transcript/Testamur	\$50	Fee for issuing a replacement academic transcript or certificate.
Re-issue of Confirmation of Enrolment (CoE)	\$250	Applicable to international students; fee for re-issuing CoE after cancellation.
Late Return of Library Items	\$2 per day	Charged for each day an item is overdue, up to a maximum of four weeks.
Late Payment Fee	\$100 per instalment	Applied when tuition fees are not paid by the due date as specified in the Letter of Offer.
Change of Course Fee	\$200	Includes changes to major or transition to a double major.
Graduation Ceremony (e.g., Gown Hire)	\$150	Fee associated with participation in the graduation ceremony.
Credit Card Surcharge	2.5%	Applied to payments made via credit card.

Important: Before you enrol, CIM will provide clear information on your total costs, payment schedules, and any extra charges (e.g., library fines). These details are also available in your **Student Handbook** and **Letter of Offer**.

9.2 Compliance with Fee Protection Regulations

CIM adheres to Section 236A of the Education Act 1989 (as amended), now under the Education and Training Act 2020, as well as the Student Fee Protection Rules 2021. These regulations require private tertiary education providers to securely protect student fees to cover unforeseen circumstances (e.g., course cancellations or provider closures).

9.3 Public Trust Fee Protection

- Fees paid in advance are held in a **Public Trust** account. Public Trust releases these funds to CIM progressively according to a set schedule, ensuring your fees are safeguarded.

- If you withdraw from a course and later wish to rejoin, the original fees cover the same course costs; however, those fees are no longer protected once withdrawn, as they have been allocated to that specific enrolment.
- CIM provides clear written explanations of these fee protection arrangements in the Student Handbook and related enrolment documents.

Need More Information?

- **Student Support Office:** If you have questions about your tuition fees, payment options, or fee protection processes, contact the CIM Student Support Office.
- **Enrolment Documents:** Always review your **Letter of Offer** and associated enrolment details, as they outline specific cost obligations.
- **Student Support Team:** For general support or advice, reach out to our Student Support Team, who can guide you on financial and pastoral matters.

Section 10: Policies and Procedures

The Canterbury Institute of Management (CIM) ensures its policies and procedures are student-centric, transparent, and aligned with academic excellence, institutional integrity, and compliance standards. This section provides a detailed outline of critical policies, guiding students on attendance, assessment, grievance resolution, behaviour and conduct, equity and inclusion, health and safety, library and academic resources, programme management, and financial transparency. For more information, students are encouraged to refer to the full policies available through the CIM Student Support Manager.

Policy 1: Attendance Requirements

1.1 Purpose

Attendance is an essential component of academic success and professional conduct. The Canterbury Institute of Management (CIM) expects all students to attend and participate in scheduled learning sessions to maintain satisfactory academic progress and comply with institutional and visa requirements.

1.2 Scope

This policy applies to all programmes offered at the Canterbury Institute of Management (CIM), encompassing undergraduate, graduate, postgraduate, and certificate-level qualifications.

1.3 Attendance Expectations

1. Full Attendance

- Students must attend all scheduled teaching sessions, including lectures, seminars, tutorials, workshops, field trips, and other designated activities.
- Arriving on time and staying for the entire session demonstrates respect for peers and lecturers/tutors, as well as professionalism.

2.

3. Late Arrival and Early Departure

- Arriving more than **15 minutes late** or leaving more than **15 minutes before** the session ends will be recorded as an absence.
- Spending an **accumulated 20 minutes** outside the class (e.g., extended breaks) within a single lesson will also count as an absence.

4. Unsatisfactory Attendance

- Repeatedly missing classes or frequently arriving late/leaving early without valid reasons is considered unsatisfactory.
- Students who fail to attend the minimum required sessions may receive a formal warning or face academic penalties, up to termination of enrolment for continuing non-compliance.

5. International Student Visa Conditions

- **New Zealand Immigration Service (NZIS) requires 100% attendance** unless there are genuine, documented reasons for absence.

- CIM must notify NZIS if international students fail to meet these attendance requirements, which may affect their visa status.

1.4 Approved Leave and Absences

1. Notifying CIM

- Students should inform the CIM Office **in advance** of any absences (e.g., by phone, email, or in person).
- Complete the **Leave Application Form** at least three days prior to any planned absence (except for sudden illnesses).

2. Medical or Emergency Leave

- In case of sickness or unforeseen circumstances, students must notify CIM within **24 hours**, then submit a **Leave Application Form** with evidence (e.g., a medical certificate).

3. Consequences of Unauthorised Absences

- Failure to provide a valid reason for absence may result in academic penalties, such as losing course credit or failing the course.
- Persistent absence without valid reason can lead to enrolment termination and notification to Immigration New Zealand (for international students).

Policy 2: Assessment Requirements

2.1 Purpose

Assessments measure the extent to which students have met the learning outcomes of their courses. This policy ensures that all assessments are conducted fairly, transparently, and in alignment with CIM's academic standards.

2.2 Scope

This policy applies to all programmes offered at the Canterbury Institute of Management (CIM), encompassing undergraduate, graduate, postgraduate, and certificate-level qualifications.

2.3 Assessment Methods

CIM uses a variety of assessment methods, which may include:

1. **Essays, Reports, and Written Assignments**
 - Evaluate the ability to analyse and synthesise information and present it coherently in writing.
2. **Case Study Analyses**
 - Test critical thinking and the application of theoretical concepts to real-world examples.
3. **Individual and Group Assignments**
 - Foster collaboration, project management, communication, and leadership skills.
4. **Oral Presentations (Individual or Group)**
 - Develop public speaking, persuasive communication, and teamwork abilities.
5. **Quizzes, Tests, and Final Exams**
 - Assess comprehensive understanding of the subject matter, including time management and problem-solving.
6. **Reflective Journals and Portfolios**
 - Encourage self-assessment, ongoing learning, and the ability to connect theory with personal experiences.
7. **Industry-Based or Practical Projects**
 - Link academic study with real-world applications, enhancing professional and practical skills.

2.4 Assessment Procedures

1. **Assessment Instructions**
 - Detailed guidelines, marking criteria, and deadlines will be provided in the **course information** on the CIM Website or the Learning Management System (LMS).
 - Students must familiarise themselves with the guidelines to avoid penalties.

2. Submission Protocols

- Assignments must be submitted as instructed (e.g., via LMS, email, or in-person).
- Late submissions without valid reason may incur a penalty of **5% deduction per working day**, up to **5 working days**, after which a mark of zero can be recorded.

3. Marking Criteria

- Clearly defined for each assessment, focusing on content quality, originality, referencing, presentation, and adherence to instructions.
- Feedback is typically provided within **two weeks** of submission, with opportunities to discuss feedback with the lecturer or tutor.

4. Assessment Reconsideration and Appeals

- Students who believe an assessment result is unjust may lodge a **Request for Reconsideration**, by completing the relevant form and paying the specified fee (where applicable).
- Timelines for appeals will be communicated in the course handbook or LMS, generally within **10 working days** of receiving the initial result.
- If unresolved, the appeal may escalate through the Programme Leader, Principal, and finally to the Academic Board.

2.5 Minimum Grades and Progression

1. Passing Grades

- A minimum **C- grade** is required to pass each course.
- Students failing to meet the minimum may be required to **repeat the course** or face additional progression requirements.

2. Programme Completion

- Students must complete all compulsory courses with passing grades to graduate.
- For Graduate Diploma or similar diplomas, a total of **120 credits** is required for the award.

3. Unsatisfactory Progress

- Students who fail multiple courses or do not meet progression rules risk suspension, withdrawal, or dismissal.
- International students failing to maintain academic progress may have their enrolment terminated and Immigration New Zealand may be notified.

2.6 Academic Misconduct

1. Definition

- Academic misconduct includes plagiarism, collusion, cheating, falsifying data, or other dishonest acts intended to gain an unfair advantage.

2. Consequences

- May include resubmission, reduced marks, failing the assessment or course, or formal expulsion for severe or repeated offences.
- Turnitin or similar software may be used to check for plagiarism. A high similarity score (>20%) is a **red flag** that prompts further investigation.

3. Reporting

- Lecturers suspecting misconduct must discuss concerns with the student first. If unresolved, the case is referred to the Programme Leader for formal action.

Policy 3: Student Conduct and Behaviour

3.1 Purpose

The Canterbury Institute of Management (CIM) is dedicated to providing a safe, respectful, and inclusive learning environment. This policy outlines the behavioural expectations of all CIM students and clarifies the procedures that address misconduct.

3.2 Scope

This policy applies to all students (domestic and international) enrolled in CIM programmes. Student conduct within CIM premises, at CIM-related activities, or in off-campus settings where students represent the institute.

3.3 General Standards of Behaviour

1. Professionalism and Respect

- Treat peers, lecturers, and staff with courtesy and consideration.
- Engage constructively in classroom discussions, avoiding disruptive or discourteous behaviour.
- Observe punctuality and meet attendance requirements (refer to **Policy 1: Attendance Requirements**).

2. Adherence to Laws and Regulations

- Comply with New Zealand law and any visa conditions stipulated by Immigration New Zealand.
- Follow CIM's internal policies, campus rules, and professional standards relevant to your study area.

3. Health, Safety, and Well-being

- Maintain a safe environment by reporting hazards or suspicious behaviour.
- Abstain from smoking, alcohol, and illicit drugs on CIM premises.
- Do not engage in violence, threatening language, or any form of bullying or harassment.

4. Academic Integrity

- Uphold honesty and originality in all assessments, adhering to CIM's **Academic Integrity** guidelines.
- Avoid plagiarism, collusion, cheating, or falsifying information.

3.4 Minor Misconduct

Minor misconduct includes, but is not limited to:

- Repeated lateness for class or leaving sessions early without valid reason.
- Using offensive language that is not directed maliciously at anyone.
- Failing to follow classroom etiquette or tutor instructions (e.g., frequent interruptions, using phones in class).

- Negligent misuse of campus facilities or resources (e.g., leaving shared spaces untidy).

Actions for Minor Misconduct

1. Verbal Warning

- Tutor or lecturer addresses the issue directly with the student.

2. Written Warning

- If behaviour persists, a formal warning is recorded on the student file.

3. Mandatory Behaviour Agreement

- The student may be asked to sign an agreement outlining conduct expectations and potential consequences for further breaches.

3.5 Serious Misconduct

Serious misconduct involves activities posing immediate harm or significantly affecting CIM's learning environment. Examples include:

- Physical violence or threats.
- Aggressive or discriminatory language and harassment.
- Alcohol or drug abuse on campus.
- Possession of illegal substances or weapons.
- Academic dishonesty (extensive plagiarism, examination cheating, falsifying documents).
- Vandalism, theft, or deliberate property damage.

Actions for Serious Misconduct

1. Immediate Suspension (if necessary)

- For egregious acts endangering safety or integrity, the student may be suspended pending investigation.

2. Formal Investigation

- The matter is referred to the **Academic Director** or **Student Support Manager**; statements and evidence are collected.

3. Disciplinary Hearing and Sanctions

- Outcomes may include written warnings, course failure, restitution for damages, suspension, or expulsion.
- If the breach involves possible criminal activity, CIM may notify law enforcement and Immigration New Zealand (for international students).

3.6 Reporting and Resolving Behavioural Issues

- **Informal Resolution:** Students are encouraged to speak with tutors or the Student Support Manager if disputes can be addressed amicably.
- **Formal Complaint:** For more serious or unresolved issues, a written complaint must be submitted (see **Policy 4: Grievances, Complaints, and Appeals**).

- **Confidentiality:** CIM will handle all allegations discreetly, ensuring fairness for all parties involved.

Policy 4: Grievances, Complaints, and Appeals

4.1 Purpose

CIM is committed to handling all student concerns promptly and transparently. This policy establishes a clear framework for addressing both academic and non-academic grievances, ensuring all parties are heard, and fairness is upheld.

4.2 Scope

This policy applies to:

- Any academic grievances (e.g., assessment decisions, teaching quality, progression).
- Non-academic grievances (e.g., staff/student conflicts, administrative errors, alleged misconduct).
- All enrolled students, including those in the Bachelor of Business, Graduate/Postgraduate Diplomas, MBA, and NZCEL programmes.

4.3 Types of Grievances and Complaints

1. Academic:

- Assessment decisions, grade appeals, alleged biased marking, or unfair academic processes.

2. Non-Academic:

- Interpersonal conflicts (e.g., bullying, harassment), dissatisfaction with facilities, financial disputes, or general administrative issues.

4.4 Internal Resolution Steps

1. Step 1: Informal Discussion

- The student discusses concerns directly with the lecturer, tutor, or staff member involved.
- If the issue remains unresolved, proceed to Step 2.

2. Step 2: Escalation to Student Support Manager

- Submit a brief written statement (email or form) explaining the grievance.
- The Student Support Manager investigates and, if necessary, consults other staff to seek an amicable resolution.
- A response is typically provided within **five working days**.

3. Step 3: Formal Complaint to Academic Director

- If unsatisfied with Step 2, the student may lodge a formal complaint by completing the **Complaint Form** (available from reception or CIM's Student Portal).
- The Academic Director acknowledges receipt within **three working days**, investigates thoroughly, and issues a decision within **ten working days**.

4. Step 4: Review by Grievance Panel

- For complex or unresolved disputes, the Academic Director may convene a Grievance Panel consisting of impartial academic staff and possibly an external advisor.
- The panel's final decision is typically communicated within **15 working days** of convening.

4.5 External Resolution

NZQA (New Zealand Qualifications Authority)

- Handles concerns about academic quality or institutional compliance.
- **Freephone (within NZ):** 0800 697 296
- **Email:** qadrisk@nzqa.govt.nz

iStudent Complaints

- A free, independent service for international students experiencing contractual or financial disputes with private education providers.
- **Freephone (within NZ):** 0800 006 675
- **Email:** complaints@istudent.org.nz

Students should contact these agencies only after exhausting CIM's internal grievance processes unless the situation requires direct external intervention.

4.6 Appeals of Assessment or Grading

1. Request for Reconsideration

- Students believing an assessment was unfairly marked can fill in the **Assessment Reconsideration Form** and pay the fee (if applicable).
- Must be lodged within **10 working days** of receiving the initial result.
- An alternative marker reviews the assessment for accuracy and fairness.

2. Escalation of Appeals

- If the student is still dissatisfied after reconsideration, they may appeal to the Programme Leader, then the Academic Director, and ultimately the Academic Board.
- In all cases, CIM strives to resolve appeals within a **timely and transparent** framework.

4.7 Confidentiality and Timelines

- **Confidentiality:** Grievances and complaints are handled sensitively. Only staff directly involved in resolution processes will have access to the details.
- **Record Keeping:** Written records are maintained by Student Support or the Academic Director's office.
- **Timeframes:** Each stage specifies typical timeframes to ensure prompt resolution, though complex cases may require more time.

Policy 5: Academic Integrity and Misconduct

5.1 Purpose

CIM values academic excellence, originality, and ethical scholarship. This policy establishes clear standards for academic integrity and outlines procedures for addressing any forms of misconduct, such as plagiarism, collusion, or cheating.

5.2 Scope

This policy applies to all programmes offered at the Canterbury Institute of Management (CIM), encompassing undergraduate, graduate, postgraduate, and certificate-level qualifications.

5.3 Core Principles

1. Honesty and Originality

- Students must submit work that is their own, with proper acknowledgment of sources.

2. Respect for Intellectual Property

- All ideas, data, and publications used to support arguments must be cited accurately.

3. Fair and Consistent Application

- The policy applies uniformly to ensure equity and maintain high academic standards.

5.4 Forms of Academic Misconduct

1. Plagiarism

- Using someone else's words or ideas without proper citation.
- Submitting AI-generated or purchased assignments as your own.
- Uncredited use of visuals, data, or code.

2. Collusion

- Unauthorised collaboration on assignments intended for individual completion.
- Sharing completed work with other students to submit as their own.

3. Cheating

- Using unauthorised materials in tests or exams (e.g., hidden notes, mobile devices).
- Copying or distributing exam questions or answers.
- Impersonating another student in assessments.

4. Falsification or Fabrication

- Inventing or altering data in research work or lab assignments.
- Tampering with official records or documents.

5.5 Detection and Investigation

1. Turnitin or Similar Software

- Assignments may be checked for similarity; a high index (>20%) flags potential plagiarism.
- Lecturers will review the content qualitatively before deciding on next steps.

2. Lecturer Assessment

- If a lecturer suspects misconduct, they may request an explanation from the student.
- If unresolved, the lecturer refers the matter to the **Programme Leader**.

3. Formal Review

- The Programme Leader reviews evidence (similarity reports, student statements, etc.).
- A disciplinary interview may be arranged for the student to respond to the allegations.

5.6 Consequences of Academic Misconduct

1. Minor Infractions

- Written warning and a requirement to resubmit with penalty.
- Reduced marks on the relevant assessment item.

2. Serious Infractions

- Zero mark for the assessment.
- Possible failure of the course or module.
- Formal disciplinary action, which may include suspension or expulsion for repeated or egregious breaches.

3. Record on Academic Transcript

- In some cases, a statement reflecting the breach may appear on the student's transcript.
- Severe or repeated offences can lead to permanent dismissal from CIM.

5.7 Right to Appeal

- Students may appeal decisions by following the steps outlined in **Policy 4: Grievances, Complaints, and Appeals**.
- The appeal process ensures fairness and thorough consideration of individual circumstances.

Policy 6: Refund Policy

6.1 Purpose

Canterbury Institute of Management (CIM) is committed to transparent and equitable financial practices. This policy outlines the conditions and processes for tuition fee refunds for both domestic and international students. It aligns with the Education and Training Act 2020, the Student Fee Protection Rules 2021, and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. CIM protects all international student tuition fees via the Public Trust scheme.

6.2 Scope

This policy applies to all domestic and international students across the following CIM programmes:

- Bachelor of Business
- Postgraduate Certificate and Diploma in Business
- Master of Business Administration (MBA)
- New Zealand Certificate in English Language (Academic) (Levels 4 and 5)

6.3 Tuition Fees and Additional Costs

1. Tuition Fees
 - Fees vary by programme and are reviewed annually.
 - Cover scheduled classes, normal assessments, and academic support.
 - International students may be subject to an Enrolment/Admission Fee.
2. Additional Costs
 - Resource/Materials Fee: Textbooks, field trips, or other course-specific materials.
 - Re-sit/Resubmission Fees: May apply for failed or missed assessments.
 - Late Payment Fee: Applied for overdue tuition fees.
 - Graduation Costs: Gown hire or ceremony participation fees.
 - Insurance: Mandatory for international students.
 - Credit Card Surcharge: May apply to card payments.

6.4 Public Trust Fee Protection

1. Compliance
 - CIM complies with NZQA's Student Fee Protection Rules under Section 236A of the Education Act 1989 (amended), and as incorporated in the Education and Training Act 2020.
2. Fee Holding
 - All prepaid tuition fees are securely held in a Public Trust account and released on a scheduled basis.

3. Rejoining After Withdrawal

- If a student withdraws and later re-enrols, previous fee protection may no longer apply if funds were already disbursed.

6.5 Refund Provisions

Refund eligibility depends on the programme length, student type (domestic/international), and withdrawal timing. Refunds are calculated according to CIM's approved refund schedule (see full Refund Policy for details).

- Short programmes (< 5 weeks): Up to 50% refund within 2 days.
 - Medium programmes (5–12 weeks): Up to 75% refund within 5 days.
 - Longer programmes (3+ months):
 - International students: Up to 100% or 82.5% refund depending on notice period; no refund after 10 working days.
 - Domestic students: Up to 90% refund within 7 days; no refund after.
1. Non-Refundable Fees
 - Application, enrolment, and administration fees may be non-refundable.
 2. Compassionate Consideration
 - Partial refunds may be granted on compassionate or compelling grounds (e.g. serious illness, bereavement), assessed by the Dean or General Manager.
 3. Visa Declines
 - Refunds (less admin fees) may apply if a visa is refused before the course starts. No refund if refusal occurs after the start date.

6.6 Procedure for Refund Applications

1. Students must submit a Refund Application Form with supporting documents (e.g. visa refusal letter, medical certificate).
2. Refunds will be processed within 20 working days of approval.
3. Refunds will only be paid to the original payment source and in NZD.

6.7 Appeals

Students can appeal refund decisions by submitting a written request to the Dean. If still unresolved, they may escalate through:

- iStudent Complaints: <https://www.istudent.org.nz>
- New Zealand Ombudsman: <https://www.ombudsman.parliament.nz>

6.8 Further Information

For the full refund policy, students may:

- Request a printed copy from the Student Support Officer or Reception.
- Contact the Student Services Team for additional guidance.

Policy 7: Academic Progression & Graduation

7.1 Purpose

CIM is dedicated to supporting students throughout their academic journey, ensuring clear pathways to success and transparent criteria for progression and graduation. This policy details how students advance through each stage of their programmes, meet performance requirements, and ultimately graduate.

7.2 Scope

This policy covers:

- **All CIM programmes:**
 - Bachelor of Business
 - Graduate Diploma in Business
 - Postgraduate Diploma in Business
 - Master of Business Administration (MBA)
 - NZ Certificate in English Language (Academic) (Levels 4 & 5)
- Progression and award requirements for domestic and international students.

7.3 Progression Requirements

1. Minimum Grades

- Students must achieve at least a **C-** grade in each course to progress without re-taking that course.
- Specific programmes (e.g., MBA) may have higher or additional grade requirements for certain modules. Always refer to your programme handbook or course outlines.

2. Repeating Courses

- If a student fails a course (below C-), they may be permitted to repeat it once.
- Further attempts might require special permission from the Academic Director.

3. Attendance and Participation

- Compliance with **Policy 1: Attendance Requirements** is essential for both academic progress and visa obligations (for international students).

4. Academic Misconduct Impact

- Serious or repeated instances of plagiarism, collusion, or cheating (see **Policy 5**) may delay progression or lead to dismissal.

7.4 Academic Probation and Intervention

1. Probation Criteria

- Students who fail multiple courses in a semester, or who do not meet the required pass rates, may be placed on **academic probation**.

2. Support and Intervention

- CIM provides targeted academic support, such as tutoring, study-skills workshops, and pastoral care.
- Students on probation must regularly meet with a Student Support Manager or Programme Leader to create a **Performance Improvement Plan (PIP)**.

3. Monitoring

- The Student Support Manager and Programme Leader monitor performance each teaching period.
- Failure to improve may result in suspension or termination of enrolment.

7.5 Completion and Graduation Requirements

1. Credit Requirements

- **Bachelor of Business:** Typically, 360 credits over three years.
- **Graduate Diploma in Business:** 120 credits over one year.
- **Postgraduate Diploma in Business:** 120 credits over one year.
- **Master of Business Administration:** 180 credits over 1.5 years.
- **NZCEL (Academic) Levels 4 & 5:** 60 credits per level (or as specified).

2. Minimum Grades

- All courses must be passed with at least C- (unless programme-specific thresholds are higher).
- No outstanding academic misconduct issues.

3. Administrative Clearance

- All financial obligations (tuition fees, library fines) must be settled.
- Students must ensure accurate personal details (name, address) are on file for graduation documents.

7.6 Early Exit or Alternative Awards

1. Early Exit Awards

- Some programmes may offer exit qualifications (e.g., certificate or diploma) if a student cannot complete the full degree.
- For details, consult your Programme Leader.

2. Changing Majors or Programmes

- Students must follow CIM's change-of-course procedure and meet the relevant progression requirements for the new programme or major.

Policy 8: Health, Safety, and Well-being

8.1 Purpose

CIM is committed to providing a healthy, safe, and inclusive learning environment. This policy outlines safety protocols, well-being resources, and responsibilities that foster a positive campus experience for all.

8.2 Scope

Applies to:

- All CIM students and staff.
- On-campus activities, off-campus field trips, and work-integrated learning experiences organised by CIM.

8.3 Health and Safety Standards

1. Compliance with Regulations

- CIM adheres to **New Zealand Health and Safety Act 2015** and internal risk management processes.
- Regular reviews ensure compliance and hazard identification.

2. Emergency Preparedness

- **Fire:** Evacuate immediately, use the nearest exit, and proceed to the designated assembly point.
- **Earthquake:** Follow “Drop, Cover, and Hold,” then evacuate once safe to do so.
- **Medical Emergencies:** Dial **111** (NZ Emergency Services) or inform campus staff for first aid assistance.

3. Incident Reporting

- Students should promptly report accidents, hazards, or near-misses to relevant staff (e.g., Student Support Manager) or through an **Incident Report Form**.

8.4 Well-being and Mental Health

1. Counselling Services

- Confidential counselling is available free of charge to all enrolled students for personal, academic, or social concerns.
- Students needing longer-term or specialised support may be referred to external services.

2. Workshops and Resources

- CIM conducts well-being workshops covering stress management, resilience building, and mindfulness.
- The Student Support Manager can provide referrals to community resources, such as local GPs or mental health practitioners.

3. Crisis Support

- **Text or Call 1737** for 24/7 mental health support in New Zealand.
- For urgent campus issues, contact the 247 contacts or dial **111**.

8.5 Respectful and Inclusive Environment

1. Zero Tolerance for Harassment or Discrimination

- Any form of bullying, sexual harassment, or discriminatory behaviour is strictly prohibited (see **Policy 3: Student Conduct and Behaviour**).

2. Equity and Access

- CIM ensures that students with disabilities or special needs have appropriate accommodations, such as assistive technology, modified assessments, or physical access provisions.

3. Cultural Sensitivity

- Māori and Pasifika values, along with international student needs, are integrated into campus events, support services, and teaching approaches.

8.6 Reporting and Escalation

• Informal Reporting

- Minor issues can be addressed quickly by contacting a tutor or the Student Support Manager.

• Formal Reporting

- For serious incidents (injuries, threats), complete an **Incident Report Form** and notify the Academic Director, General Manager, or relevant campus authorities.

• External Resources

- NZ Police (non-emergency): Dial **105**.
- WorkSafe NZ (workplace safety concerns): **0800 030 040**.

Policy 9: Library & Academic Resources

9.1 Purpose

CIM is committed to providing comprehensive, user-friendly library and academic resources that enhance your learning experience. This policy outlines the scope of resources available and the responsibilities of students and staff in managing them.

9.2 Scope

This policy applies to:

- All enrolled students and staff who access CIM's library facilities and academic resources.
- Physical and digital materials, including books, journals, databases, online platforms, and any other learning tools provided by CIM.

9.3 Library Services

1. Physical Library Collection

- Students can borrow textbooks, reference books, and other resources.
- **Borrowing Limit:** Up to **5 books** for **2 weeks**, with the option of renewals if items are not reserved by others.
- **Late Return Fees:** \$2 per day for overdue items, up to a maximum of four weeks. After this period, the item may be considered lost or subject to replacement fees.

2. Digital Resources

- CIM subscribes to e-databases (e.g., ProQuest), offering access to journals, e-books, and scholarly articles.
- Students can search, download, or print materials for academic use via the CIM Learning Management System (LMS) or library web portal.

3. Study Spaces and Technology

- **Quiet Zones:** Designated areas for individual study, with Wi-Fi and power outlets available.
- **Collaborative Spaces:** Group study rooms (if available) can be booked for discussions or projects.
- **Computer Labs:** Open during campus hours, equipped with printing and scanning facilities.

4. Workshops and Research Skills

- The library team runs periodic sessions on referencing styles, research techniques, database searching, and academic writing.
- Students are encouraged to attend these to strengthen their information literacy and research skills.

9.4 Online Learning Tools

1. Learning Management System (LMS)

- Acts as a central hub for course materials, assessment details, and announcements.
- Students should regularly check for updates, assignment instructions, and library links.

2. E-Learning Modules and Quizzes

- Some courses may include interactive quizzes, discussion forums, or digital simulations.
- Participation can be assessed as part of overall coursework.

9.5 Acceptable Use of Resources

- **Academic Purposes Only:** All library and academic resources must be used ethically, abiding by copyright laws and CIM's academic integrity standards (see **Policy 5**).
- **Respect Shared Spaces:** Keep the study environment clean and quiet, and do not disrupt others.
- **Equipment Care:** Students who damage library equipment or resources may be liable for repair or replacement costs.

Policy 10: Programme Management

10.1 Purpose

CIM upholds high academic standards in the design, delivery, and continuous improvement of its programmes. This policy outlines the structures and processes ensuring that each programme remains relevant, rigorous, and aligned with both industry demands and educational best practices.

10.2 Scope

This policy applies to:

- All accredited programmes at CIM (Bachelor of Business, Graduate/Postgraduate Diplomas, MBA, NZCEL).
- The lifecycle of programme management, from initial design to ongoing evaluation and revision.

10.3 Programme Design, Development, and Evaluation

1. Initial Design

- Programmes are formulated based on industry needs, stakeholder feedback, and academic research.
- The development process aligns with the **NZQA** and relevant regulatory requirements.

2. Ongoing Review and Quality Assurance

- Each programme undergoes regular evaluations to ensure content remains current, teaching methods stay effective, and assessments reflect updated learning outcomes.
- Feedback from students, lecturers, and external advisors is gathered through surveys, focus groups, or industry panels.

3. Major Modifications

- Substantial changes to programme structure, such as new courses or altered credit requirements, require approval by the Academic Board and relevant external authorities (where applicable).

10.4 Teaching and Learning Approach

1. Student-Centred Learning

- Emphasis on interactive teaching strategies—case studies, group work, practical projects—to engage students actively in the learning process.

2. Inclusion of Māori and Pasifika Perspectives

- Guest speakers, field trips, or cultural activities promote bicultural understanding and reflect the cultural heritage of Aotearoa New Zealand.

3. Use of Technology

- Blended learning (classroom + online) is encouraged to foster flexibility, cater to diverse learning styles, and support distance learners where feasible.

10.5 Quality Assurance and Moderation

1. Assessment Moderation

- Internal and external moderation ensures consistency, fairness, and alignment with learning outcomes (refer to **Assessment Requirements, Policy 2**).
- Benchmarking with equivalent qualifications offered by other institutions or professional bodies.

2. Academic Board Oversight

- The Academic Board reviews programme proposals, monitors annual quality reports, and recommends enhancements.

10.6 Student Feedback and Participation

1. Course Evaluations

- Students provide feedback through end-of-semester evaluations or mid-course surveys.
- Input is analysed to inform improvements in course delivery and design.

2. Student Representation

- Student representatives may be invited to join programme committees or advisory boards, contributing learner perspectives to decision-making processes.

Section 11: Local Amenities and Services

11.1 Emergency Services

Auckland Central Police Station

13–15 College Hill, Freemans Bay, Auckland 1011

Phone: **+64 9 302 6400** (non-emergency)

Dial 111 in case of any emergency (Police, Fire, Ambulance)

11.2 Medical and Health Facilities

White Cross Accident & Urgent Medical

202 Karangahape Road, Auckland 1010

Phone: **+64 9 377 9969**

Business Hours: 8:00 am – 8:00 pm (Mon – Sun)

Services: Urgent care, minor injuries, general medical consultations.

Symonds Street Medical Centre

57 Symonds Street, Grafton, Auckland 1010

Phone: **+64 9 373 3974**

Business Hours: 8:00 am – 6:00 pm (Mon – Fri)

Services: General practice, health checks, immunisations.

Auckland City Hospital (Emergency Department)

2 Park Road, Grafton, Auckland 1023

Phone: **+64 9 367 0000**

Open 24/7 for critical and emergency care.

Note: If you experience a life-threatening emergency, always dial **111**.

11.3 Transport and Bus Stops

Karangahape Road Bus Stops

Multiple stops are located along Karangahape Road servicing numerous routes, with frequent connections to suburbs and central Auckland:

- *Stop ID 7104 (near Pitt Street end)*
- *Stop ID 7105 (near Queen Street end)*

Britomart Transport Centre

9–23 Galway Street, Auckland Central

A major hub for buses, trains, and ferries, approximately **1.5 km** from campus.

For route planning and schedules, refer to **Auckland Transport (AT)** at:

Website: <https://at.govt.nz>

AT Mobile App: Real-time public transport information.

11.4 Supermarkets and Grocery Stores

1. **Countdown Auckland Metro**

76 Quay Street, Auckland Central 1010

- Approx. **1.2 km** from campus

- Large supermarket with fresh produce, household items, and ready-to-eat meals.
2. **Countdown Grey Lynn**
271 Richmond Road, Grey Lynn, Auckland 1021
 - Approx. **2.5 km** from campus
 - Offers an extensive range of groceries and parking facilities.
 3. **K' Road Mini Mart**
177 Karangahape Road, Auckland 1010
 - Small convenience store for snacks, drinks, and everyday essentials.
 - Ideal for quick purchases.
 4. **Dairies (Convenience Stores)**
 - You will find several **dairy stores** along Karangahape Road and nearby streets, usually open late for snacks and essentials.

11.5 Restaurants and Cafés

Restaurants

- **Coco's Cantina**
376 Karangahape Road, Auckland 1010
Italian-inspired cuisine; popular for vibrant atmosphere.
- **Satya Chai Lounge**
271 Karangahape Road, Auckland 1010
Serves Indian street-food style dishes and a variety of chai beverages.
- **Eden Noodles Café**
105 Dominion Road, Mount Eden, Auckland 1024
Spicy Sichuan and Chinese noodle dishes; approx. 2 km away.

Cafés

- **Scullery**
335 Karangahape Road, Auckland 1010
Known for good coffee, brunch options, and pastries.
- **Bestie Café (St. Kevins Arcade)**
183 Karangahape Road, Auckland 1010
Offers specialty coffee, light meals, and a scenic view over Myers Park.

Many **foods outlets** line Karangahape Road and nearby Ponsonby Road, covering an array of international cuisines.

11.6 Religious Places and Places of Worship

Churches (Christian)

1. **St. Paul's Church**
28 Symonds Street, Grafton, Auckland 1010
 - Anglican church; regular Sunday services.

2. **St. Benedict's Church**

1 St Benedicts Street, Eden Terrace, Auckland 1010

- Catholic church near Upper Queen Street and Newton Road.

Mosques (Islam)

1. **Ponsonby Mosque (Aljamie Mosque)**

17 Vermont Street, Ponsonby, Auckland 1011

- Approx. 2 km from campus; offers daily prayers.

2. **Avondale Islamic Centre**

122 Powell Street, Avondale, Auckland 1026

- Approx. 5.5 km away; check website for prayer times.

Temples (Hindu)

1. **BAPS Shri Swaminarayan Mandir**

2 Halifax Avenue, Epsom, Auckland 1023

- Hindu temple approx. 4 km away; check website for event schedules.

2. **Shri Ram Mandir**

11 Brick Street, Henderson, Auckland 0610

- Approx. 12 km from city centre.

Sikh Gurdwara

• **Supreme Sikh Society of New Zealand (Gurdwara Sri Kalgidhar Sahib)**

70 Takanini School Road, Takanini, Auckland 2112

- Approx. 30 km from city centre; regular kirtan and community events.

Buddhist Centres

• **Auckland Zen Centre**

52 Princes Street, Onehunga, Auckland 1061

- Approx. 8 km away; offers meditation sessions.

• **Fo Guang Shan (Temple & Cultural Centre)**

16 Stancombe Road, Flat Bush, Auckland 2016

- Approx. 20 km from campus; hosts Buddhist teachings and community programmes.

11.7 Other Useful Services

Banks and ATMs

- Major NZ banks (ANZ, ASB, BNZ, Westpac, Kiwi bank) have branches or ATMs along Queen Street (approx. 600–800 m from campus).

Post Office Services (NZ Post)

- *136 Queen Street, Auckland Central 1010*
Postal services, bill payments, passport applications, and more.

Pharmacies

- Several **pharmacies** exist along Karangahape Road and Queen Street for prescription medicines and over-the-counter products.

Fitness Centres

- *Les Mills Auckland City*: 186 Victoria Street West, Auckland 1010
- *YMCA Auckland City*: 149 Greys Avenue, Auckland 1010

Parks

- *Myers Park*: Accessible from Queen Street and Greys Avenue, offering green space for relaxation.
- *Albert Park*: Approx. 1 km from K Road, near The University of Auckland.

11.8 Helpful Websites

Information	Website
Auckland Transport (AT)	
Tourism & Events (Auckland)	https://www.aucklandnz.com
Immigration NZ (Visa Info)	https://www.immigration.govt.nz
NZ Police (Non-emergency) **	https://www.police.govt.nz

Disclaimer: The above addresses, phone numbers, and opening hours are **accurate to the best of our knowledge at the time of writing**. Services may change operating hours or locations; please check relevant websites or contact businesses directly to confirm.

The information contained in this handbook is accurate at the time of publication. However, programme details, policies, and procedures may be subject to change in accordance with any updates to New Zealand law, NZQA requirements, or institutional decisions by the Canterbury Institute of Management (CIM). It is the responsibility of all students to stay informed of any such changes and to regularly check official CIM communications (e.g., email notices, website updates, and campus announcements) for the most current information. If you have any queries regarding the contents of this handbook, please contact CIM's Student Support Office.