ALPHACRUCIS COLLEGE
NEW ZEALAND

STUDENT HANDBOOK 2027



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PART 1 – STARTING AT ACNZ

Everything you need to begin your study journey at ACNZ.

1. Welcome

Welcome to Alphacrucis College New Zealand!

We're delighted that you've chosen to study with us.

Whether you're taking your first step into ministry preparation, leadership development, theological study, or continuing a journey you've already begun, our desire is to support you as you grow in knowledge, faith, character, and calling.

This handbook is designed to help you navigate your studies and access the support available to you throughout your time at ACNZ. Please take time to familiarise yourself with its contents and refer to it whenever you have questions about student life, academic expectations, or College policies.

If you need assistance at any stage, please don't hesitate to reach out. We are committed to helping you succeed and flourish in God's purpose for your life.

Ngā manaakitanga,

Andrew Ayles

Director of Campuses & Acting National Director

Alphacrucis College New Zealand

2. About ACNZ

Alphacrucis College New Zealand is a Bible college that equips people for Christian ministry, leadership, and discipleship. For more than four decades, ACNZ has helped students grow in their faith, develop practical ministry skills, and prepare for lives of purposeful service in churches, communities, workplaces, and organisations throughout New Zealand and beyond.

As a Pentecostal college with a commitment to academic excellence, spiritual formation, and practical ministry preparation, we believe education is about more than gaining knowledge. It is about becoming the person God is calling you to be.

Our students come from a wide range of backgrounds and life stages. Some are exploring their future after completing school. Others are actively serving in ministry, balancing study alongside work and family commitments, or preparing for a new season of leadership and service.

Whatever your starting point, ACNZ exists to help you discover your calling, develop your gifts, and flourish in God's purpose for your life.

Accreditation:

Alphacrucis College New Zealand is registered as a Private Training Establishment (PTE) with the New Zealand Qualifications Authority (NZQA) under the Education and Training Act 2020. The college is also a signatory to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Mission: Equipping Christian leaders to change the world.

Vision: To participate in a global Christian University, transforming neighbourhoods and nations.

Values:

- **We Believe:** We believe in God who has revealed himself in Jesus Christ and through the Holy Spirit and Scripture. We worship and seek truth in light of this revelation.
- **We Serve**: We serve Jesus Christ, his church, our students, our stakeholders, and one another. We serve with love, faithfulness and excellence.
- **We Grow**: We grow personally and corporately. We encourage one another in creativity and initiative to fulfil our calling and potential in Jesus Christ.

3. Key Contacts

Reception: Helen Orekhivska - reception@acnz.ac.nz

Student Support:

- Pesi Sikalu: studentsupport.pasifika@acnz.ac.nz
- All Student engagement officers: ACNZStudentSupport@acnz.ac.nz

Heads of Studies:

- Certificate: Dawn Dalloway: dawn.dalloway@acnz.ac.nz
- Diplomas, English Degree and Graduate Programmes: Margie Lamborn: margie.lamborn@acnz.ac.nz
- Korean Degree and Graduate Programmes: Chanki Shin: chanki.shin@acnz.ac.nz

IT Support: Contact the Student Engagement Team, or Reception.

24/7 Emergency Contacts:

- Director of Campuses – Andrew Ayles: 0274 871 470
- Operations Manager - Helen Orekhivska: 021 119 8954

- International Student Engagement Officer - Peter Park (Korean): 021 048 3125

Student Quick Links:

Need	Where to go
Need help with study?	Lecturers & Tutors in first instance Student Support Services thereafter
Need an extension?	Submissions, Gradings & Assessment - Section 13 Link on Moodle Homepage
Need wellbeing support?	Student Support Services – Section 6
Need to make a complaint?	Complaints & Grievances - Section 20
Need help with referencing?	Assignment Guide – On Moodle
Need Moodle support?	Moodle & Technology – Section 5

Communication between Students and Staff:

Issue	First point of contact
Enrolment, Fees, Transcripts, Graduation	Ruth Martin, Registrar: admissions@acnz.ac.nz
Paper related queries/issues	Course lecturer or tutor (use link in Moodle)
Programme or course planning	**Head of Christian Studies (Certificate):** Dawn Dalloway dawn.dalloway@acnz.ac.nz **Head of Christian Studies (Diplomas & English Degree):** Margie Lamborn margie.lamborn@acnz.ac.nz **Head of Christian Studies (Korean Degree):** Chanki Shin chanki.shin@acnz.ac.nz
Change of address, email, contact details	Helen Orekhivska - reception@acnz.ac.nz
Library	Soo-Hee Kim - soohee.kim@acnz.ac.nz, librarian@acnz.ac.nz
Not sure who to talk to?	Helen Orekhivska - reception@acnz.ac.nz

4. Getting Started

Before You Start:

- Complete enrolment
- Receive Handbook
- Apply for Student ID
- Receive Moodle and Microsoft access

Orientation:

This happens on the first Monday of each semester via Teams and will cover the following:

- Student Handbook – All students will receive this on enrolment
- Attendance regulations
- New Zealand student visa requirements
- Health and Safety guidelines
- Academic regulations
- Accessing the library
- Navigating the Learning Management System (Moodle)
- Photocopying, internet

- Counselling / support services
- Student rules & standards of conduct
- Making a claim about behaviour or an offence between students
- Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- An introduction to the College Faculty and Staff

Alphacrucis College upholds a commitment to the inclusion of tikanga Māori and to the respect of Māori as Treaty partners. This being the case, orientation will include a session on tikanga Māori, and a discussion on the importance of tikanga and the Treaty to New Zealand identity, our educational ethos, and our programmes.

Important Dates:

	Semester Dates 2027		
Semester	**Term**	**Date**	**Weeks**
One	One	22 Feb - 9 April	7
	Term Break:	12 - 23 April	2
	Two	27 April - 2 July	10
	Total S1:	**Teaching weeks**	**17**
	Semester Break:	5 - 16 July	2
Two	Three	19 July - 24 Sep	10
	Term Break:	27 Sept - 8 Oct	2
	Four	11 Oct - 26 Nov	7
	Total S2:	**Teaching weeks**	**17**
Total Weeks:			**40**

Your First Weeks:

- Attend Orientation
- Access Moodle
- Read your Programme Handbook
- Save contact details
- Review assessment dates
- Ask for help early

5. Moodle & Technology

Moodle:

The College uses an online platform, Moodle, for resourcing courses. The site address to access these materials is: http://nz.moodle.ac.edu.au/moodle/.

Online Learning:

Distance learning options are offered where students engage in self-study, either individually or as part of a group. Assessments for the courses undertaken must be submitted to the college via Moodle for marking. Links for assessments will be provided within each course on Moodle.

Technical Support:

Most IT matters are resolved in-house. Please contact the Student Engagement Team in the first instance. If the issue is beyond our expertise, a job will be logged with IT support in Australia.

6. Student Support Services

Academic Support:

Students who are not making satisfactory progress may be asked to meet with the relevant Head of Study or support person to discuss their progress and identify appropriate support. This may include academic assistance, study skills support, pastoral care, adjustments to the student's study plan, referral to support services, or other measures intended to support successful course completion. The student may also be placed on a support plan or Individual Education Plan (IEP).

The student will also be warned that they will need to improve their course progression to a satisfactory level to maintain their candidature. Unsatisfactory progress in a semester may lead to the student being excluded from the course and/or programme. International Students will be reported to Immigration New Zealand (INZ), depending on the outcome of any appeals process.

Students who are on Academic Progress Intervention Strategy will have their academic progress reviewed at the subsequent semester Moderation Meeting. At this meeting, students are to be identified as:

- Successful Implementation: Student has made satisfactory progress
  - Student informed of their removal from the Student Intervention
  - Student allowed to enrol as per normal
  - If student is an International Student: Resultant changes in course completion times to be noted in their file.
- Unsuccessful Implementation: Student deemed to be not maintaining satisfactory progress:
  - At course level: Student has failed paper twice
  - At programme level: Student has failed 50% or more of their papers in a semester
  - Has not met other requirements of Academic Progress Student Intervention
  - Student may be excluded from award and not allowed to re-enrol.

Pastoral Support:

If you would like to discuss issues in your life other than directly related to your study, please contact your Student Engagement Officer, Head of Studies or reception to be directed to an appropriate person.

Māori & Pasifika Support:

ACNZ is committed to supporting Māori and Pasifika learners to succeed academically, personally, and spiritually. We value the cultures, experiences, and contributions of Māori and Pasifika students and seek to provide a learning environment where students feel welcomed, respected, and supported. Students requiring additional support are encouraged to speak with the Student Engagement team, who can assist with accessing appropriate academic, pastoral, and community-based support services.

International Student Support:

ACNZ recognises that studying in a new country can present unique opportunities and challenges. International students have access to dedicated support designed to assist with their academic success, wellbeing, cultural adjustment, and integration into the ACNZ community. Students are encouraged to seek assistance whenever needed, and support is available throughout their study journey in accordance with the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Disability Support:

ACNZ is committed to providing an inclusive learning environment that enables all students to participate fully in their studies. Students with disabilities, learning differences, medical conditions, or other circumstances that may affect their learning are encouraged to discuss their needs with the Student Engagement team as early as possible. Where appropriate, reasonable accommodations and support arrangements may be made to assist students in achieving their academic goals.

Health & Wellbeing:

Student wellbeing is important to academic success and personal growth. ACNZ seeks to foster a safe, supportive, and caring environment in which students can flourish. A range of pastoral, academic, and wellbeing support services are available, and students are encouraged to seek assistance early if they are experiencing personal, health, financial, spiritual, or study-related difficulties. Support may be provided directly by ACNZ staff or through referral to appropriate external services.

Library Services:

ACNZ provides access to thousands of print and online resources, including everything needed to complete an assessment task or write a research thesis. There is a substantial physical library based at the Henderson campus, plus the online library containing thousands of e-books. Students can also request a PDF copy of a chapter of a book.

The normal borrowing period for book items is 21 days. This may be extended by arrangement.

- Borrowers must not allow other people to use their library card/borrower number.
- Students will be invoiced for the cost of lost books plus a surcharge of 10%. If a book is damaged students will be charged for the repair.
- Distance students may borrow from the library. Books will be posted or couriered, but students are responsible for return postage.
- Borrowers must not under-line, write in, or highlight library books.
- Non-payment of library fines/repairs/lost books will prevent graduation or incur debt collection.
- Reference books, journals and theses are not to leave the library under any circumstances.
- Any books borrowed and not returned, or lost, or damaged by the student will be charged to the student. Failure to return library books may result in academic transcripts being withheld.
- Students will not be permitted to graduate until given clearance from the ACNZ library.
- Online Journal Database is available via the Library Catalogue. Enrolled students will be invited via email to set up a username and password.

Emergency & Wellbeing Support:

Students experiencing personal, health, financial, relationship, mental health, or wellbeing challenges are encouraged to seek help early. Support is available through ACNZ, your local healthcare provider, and a range of specialist services throughout New Zealand.

Immediate Support

- **1737 Need to Talk?**
  Free call or text **1737** any time to speak with a trained counsellor.
- **Lifeline**
  0800 543 354 (0800 LIFELINE) or text **4357 (HELP)**.
- **Healthline**
  0800 611 116 for free health advice from registered healthcare professionals.

- **Suicide Crisis Helpline**
  0508 828 865 (0508 TAUTOKO).
- **Emergency Services**
  If you or someone else is in immediate danger, call **111**.

Additional Support Services

Support is available across a wide range of areas, including:

- Mental health and wellbeing
- Youth support
- Family and parenting support
- Financial hardship and budgeting
- Alcohol and drug concerns
- Gambling support
- Family violence and domestic abuse
- Grief and loss support
- Eating disorders
- Accommodation and housing assistance

Students seeking assistance can speak with the Student Engagement team, who can help connect them with appropriate services.

Useful Resources

- Health Services: https://www.healthpoint.co.nz
- Accommodation: https://www.student.com/nz/auckland
- Public Transport: https://at.govt.nz
- Food Assistance Directory: https://www.foodbank.co.nz

PART 2 – STUDENT LIFE

Support, expectations, wellbeing, and making the most of your student experience.

Student life at ACNZ is about more than completing assessments. It involves participating in a learning community, engaging with fellow students and staff, and contributing to a safe, respectful, and supportive environment where everyone can flourish.

7. Code of Conduct

ACNZ seeks to provide a safe, respectful, and supportive learning environment in which students and staff can flourish academically, personally, and spiritually.

All members of the ACNZ community are expected to:

- comply with relevant College policies and procedures;
- act with integrity, respect, and courtesy towards others;
- respect diversity and avoid discriminatory, harassing, bullying, threatening, or unsafe behaviour;
- respect the privacy, dignity, and wellbeing of others;
- act honestly in all academic and administrative matters;
- use College facilities, resources, and information responsibly;
- comply with New Zealand law; and
- contribute positively to the ACNZ learning community.

In addition, students are expected to:

- take responsibility for their learning and academic progress;
- attend classes and participate in learning activities as required;
- submit assessments on time or seek an approved extension where appropriate;
- maintain accurate contact details with the College;
- comply with the principles of academic integrity;
- respect the place of Te Tiriti o Waitangi and the importance of tikanga Māori in College life; and
- follow any programme-specific requirements communicated by ACNZ.

Examples of unacceptable behaviour include academic misconduct, harassment, discrimination, physical or verbal abuse, providing false information to the College or external agencies, theft, misuse of College property, attending College while under the influence of drugs or alcohol, and breaches of College IT policies.

Serious or repeated breaches of the Code of Conduct may result in disciplinary action in accordance with College policies and procedures.

8. Attendance & Engagement

Attendance

- Students enrolled in Campus classes are required to attend at least 80% of class
- Rolls will be kept for every class
- Students will be required to notify the College of absences
- The College will attempt to contact un-notified absent students
- For International students, action will be taken to meet Immigration New Zealand requirements
- For Distance students, engagement will be monitored through Moodle activity, attendance at online tutorials where applicable, communication with lecturers and staff, participation in learning activities, and assessment submissions. Students are expected to demonstrate ongoing

engagement with their studies throughout the semester. Distance students are required to 'attend' at least 80% of lectures in this way.

Notification of Absence

Campus students intending to be absent must inform college reception before their intended absence.
Unexpected absence must be reported as soon as possible. Absences will be monitored, and lecturers informed.

Un-notified Absence

- Class lecturers/tutors will take a roll.
- The Student Engagement Officers will track student attendance.
- Un-notified absences of more than 2 consecutive scheduled days of classes must be reported to the Registrar.
- The Admissions Team will act to try and contact the student. Unresolved absences will be reported to the relevant Head of Study.
- Un-notified absences of more than three consecutive scheduled days of classes will be treated as cessation of attendance.
- Cessation of attendance will be reported to Immigration New Zealand in the case of international students.
- For domestic students, unexplained absences may result in the cancellation of student loans and allowances.
- If overall course attendance falls below 80% (calculated monthly), students will be contacted to discuss their circumstances and offered appropriate support where required. This may include academic support, pastoral support, referral to student services, or the development of an agreed action plan. Continued non-engagement or unsatisfactory attendance may result in withdrawal from a paper, removal from the course roll, or termination from the programme.

9. Health, Safety & Wellbeing

First Aid

A first aid kit is kept at Reception. Please ask the Receptionist, a tutor, or office personnel for assistance. All requests for first aid will be recorded in our first aid register.

Contagious Diseases

Any person with a known contagious disease must notify Reception immediately in order that appropriate action be taken to ensure the health and safety of other students.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in NZ. If you receive medical treatment during your visit, you may be liable for the full cost of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at www.moh.govt.nz .

Medical Centres

Medical centres for use by the public are strategically located in and around Auckland. These centres have qualified medical staff in attendance. This is a chargeable service (often between $50 and $70). See also helplines.

Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz .

10.International Learners

International learners must purchase medical insurance for the duration of their stay in New Zealand. This can be arranged by the student or by the College on behalf of the student. The cost will be additional to course fees.

A Student Visa may allow international students to be employed for up to 20 hours per week or as stipulated in the student's visa conditions.

Full details of visa requirements, advice on rights to employment in NZ while studying, and reporting requirements are available through Immigration New Zealand and can be viewed on their website at www.immigration.govt.nz.

If you have any concerns that are not resolved by the internal grievance procedures, you may contact the independent body established to deal with claims from international students at www.studycomplaints.org.nz

All international students receive a summarised copy of the Code upon enrolment or on arrival at the College. For a personal copy, please see the reception, or multi-lingual versions can be viewed online at: NZQA – Wellbeing and safety for tertiary learners.

Accommodation: The college does not provide accommodation for students.

International Students under 18 Years: All international students under 18 years of age are required to live in accommodation approved by the College. This is a requirement of the Education (Pastoral Care of Tertiary and International Students) Code of Practice 2021. Please see the Registrar for more information.

11.Student Voice, Feedback & Representation

The College encourages a student representative body to provide students with an opportunity to influence and maintain standards which the College has set for itself and its student community. Student representatives may follow up general student queries with the Director of Campuses or National Director. These matters may be of a general or personal nature. Student representatives may also become members of the Student Representative Council which meets with College staff to discuss feedback from students.

Student feedback is actively sought through evaluations, surveys, student representatives, and direct communication with staff.

PART 3 – ACADEMIC INFORMATION

Assessment, academic progress, integrity, and successfully completing your studies.

12. Academic Expectations

The College values academic integrity, therefore all students should understand clearly the meaning and consequences of cheating, plagiarism, and other academic offences.

Academic integrity means undertaking academic activity in a responsible way to ensure the moral and ethical maintenance of academic standards; honesty and rigour in research and scholarship; and avoidance of plagiarism, cheating or collusion.

13. Submissions, Grading & Assessment

The determination whether a candidate has completed satisfactorily a paper is made by the Academic Committee on the recommendation of the Director of Campuses or Head of Study in which the paper is offered.

In order to complete a paper satisfactorily and to gain the number of credit points specified for that paper a candidate shall:

- attend classes as required by the Attendance Policy (where applicable)
- complete required assessments as outlined in the Course Outline
- satisfy the requirements of all the Learning Outcomes in order to pass the course overall.

Where a candidate is prevented by unavoidable disruption from satisfying the requirements, where this relates to a supplementary examination for the paper the candidate shall report the circumstances in writing (supported by a medical certificate or other proper evidence) by no later than 7 days after the examination to the Head of Study in which the paper is provided. They may take into account such disruption when assessing the candidate's performance.

Unavoidable disruption to studies is defined as resulting from an event or set of circumstances which:

- could not have reasonably been anticipated, avoided or guarded against by the student and
- was beyond the student's control and
- caused substantial disruption to the student's capacity for effective study and/or the completion of required work and
- interfered with the otherwise satisfactory fulfilment of paper or course requirements.

Late assignments will attract a penalty of 3% per day up to a maximum of 21%. No essay will be accepted more than one calendar week after the due date unless there are extenuating circumstances and only with approval by the Head of Studies.

All assignments must be typed. Hand-written assignments will be returned to the student and will incur the 3%/day penalty until submitted in an acceptable format.

Grade information:

Grade	Percentage Range
A+	90-100%
A	85-89%
A-	80-84%
B+	75-79%
B	70-74%
B-	65-69%
C+	60-64%
C	55-59%
C-	50-54%
D	Fail
DNC	Did Not Complete

Extensions

Students may apply for an extension within a study period in which they are enrolled.

In recognition that most of our students are adults with numerous responsibilities, a one-week extension can be requested on the basis of busyness with work, church, family and study. Further extensions will only be granted on the following grounds:

- Medical illness (certified by Doctor's Certificate);
- Extreme hardship;
- Compassionate grounds.

A "Request for Extension of Assignment Deadline" form must be completed before the assignment is due, or up to 24 hours after the due date in unforeseen situations and submitted via the link found on the Moodle Home Page to the Head of Study. Requests for extensions should not be made to individual lecturers but through the appropriate process.

In extreme cases, students who are unable to complete the assessment for a course due to extenuating circumstances can apply for an aegrotat pass (see section on Aegrotat passes).

Resubmissions

Where a student receives a 'Fail' grade (a grade of D or below) for completed assessment, and the lecturer believes that the student has made a genuine effort to satisfy the assessment requirements, the lecturer may decide to ask the student to re-submit that assessment. If this occurs, the student will be given an 'Incomplete' grade and has two weeks following the notification of the grade to re-submit the assessment. To ensure fairness for all students, if the re-submitted assessment is deemed satisfactory, the re-submitted assessment will be marked but the new recorded grade (that will replace the 'incomplete' grade) will only be 75% of the mark given by the marker for the resubmitted assignment (e.g. If the marker gives a resubmitted assignment a grade of 80% the actual mark received will be 60%). This penalty will be incurred down to a minimum of 50%.

In the event of the assessment not being re-submitted within the stipulated period, the student will receive the original 'fail' grade given by the marker. Students will only be allowed to re-submit one piece of assessment per paper, and further unsatisfactory assessments will result in a 'Fail' grade (unless exceptional circumstances are approved by the Director of Campuses).

Re-Enrolment

If a student fails to achieve 50% overall in a particular paper, they will receive a permanent 'Fail' grade (D or below) on his/her transcript. If the student then still wishes to pass the paper, s/he must re-enrol in the paper. If the student achieved a grade of 30% or greater in the original attempt and satisfied all attendance requirements, the student may re-enrol in the paper when it is next offered, with a 50% discount on the enrolment fees, and resubmit all forms of assessment required by the lecturer without being required to attend classes. If this is not completed by the end of that re-enrolment, then students wishing to redo the subject will be required to pay full-fees and attend all classes. A student will not be permitted to repeat a paper more than once.

Appeals Procedure

A student is free to appeal against the grade given in any assignment if they believe that some error in grading has occurred or if there are more general concerns about the grade given. The process of appeals is as follows:

Discuss the Result with the marker

- If a student has reason to believe that an error has been made or an injustice exists after receipt of notification of paper results, the student may discuss such matters with the marker responsible for that aspect of the course.
- The purpose of this initial phase is to clarify the result and to correct incorrect perceptions and misunderstandings.
- This phase may be resolved by the student accepting the result, or the marker determining to re-address the issue (i.e. supplementary, re-marking of paper, etc.).

Lodgement of Appeal

- Should the student not be satisfied with the outcome of such discussions, the student may apply for a review of the matter and/or re-grading of the assessment.
- Applications must be submitted, in writing, to the Academic Committee within fourteen (14) days of the publishing of the grade.
- All applications must be accompanied by supporting information and documentation. The specific grounds on which a request for a review is based must be stated clearly.
- Such reviews could lead to no change or to either a less favourable or more favourable outcome for the student.
- The review shall be completed by the Head of Study and one or two other faculty, apart from the marker.
- After the review has been completed, students should not expect staff members to respond to informal approaches or pressures.
- Notice of the outcome of any review will be communicated in writing to the student requesting the review.

External Complaints and Dispute Resolution

ACNZ encourages students to raise concerns through the College's internal complaints and appeals processes in the first instance.

Academic Appeals
Students wishing to challenge an academic decision, assessment result, or final grade must follow the College's Academic Appeals Procedure as outlined in this handbook.

Complaints Relating to the Pastoral Care Code
If a student believes ACNZ has not met its obligations under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice, and the matter has not been resolved through the College's internal complaints process, the complaint may be referred to the New Zealand Qualifications Authority (NZQA).

Financial and Contractual Disputes
If a complaint relates to fees, refunds, contractual obligations, or other consumer matters and cannot be resolved through the College's internal complaints process, students may refer the matter to Study Complaints, New Zealand's independent dispute resolution service for tertiary students.

Further information about external complaints and dispute resolution options is available from the ACNZ office or through the relevant organisation's website.

Should a student believe that the above process has been unjust; the student may lodge a claim with the Disputes Resolution Service: https://tedr.org.nz/

Intellectual Property

Alphacrucis shall own all course and educational materials and creative and scholarly works which:

- were prepared for a course by faculty;
- were created using intellectual property already owned by Alphacrucis; and
- were created with substantial contribution or use of Alphacrucis' funding, resources, facilities or equipment.

Presentation of Assignments

Alphacrucis College places emphasis on the submission of written work as part of course requirements for the purpose of student assessment, and as crucial in the formation of certain academic and personal disciplines. These guidelines are for the benefit of students who genuinely care about their studies and want to ensure that their work is of the highest quality.

It is by writing, even more than by speech, that the student masters the material and extends his/her understanding. Writing enables development of ideas systematically. It develops thinking in new areas and enables one to pause and reflect. It can be immensely satisfying, quite apart from providing valuable work by which one's knowledge and understanding of course may be assessed.

This method of evaluating the student's knowledge, understanding and development avoids the stress of the typical examination situation, which depends upon hurried recall and instant expression. Assignments allow for careful thought and planned answers to be committed to paper in an unhurried manner. A much higher quality of work is therefore possible and expected.

Uploaded assignments should use the following format: 'student last name/first name. Course Code. Assignment Number', e.g. *"Brown, Joe. ILA 301. Assignment 3."*

14. Recognition of Prior Learning (RPL) & Credit Transfer

Transfer, Cross Credit and Recognition of Prior Learning (QMS Policy 1.4)

The general policies for cross credits, credit transfers and Recognition of Prior Learning (RPL) for Alphacrucis College are outlined below. Please be aware that particular programmes may have additional criteria that must be met in order for credits to be awarded via these mechanisms. Please see the relevant Course Handbook for more information.

Cross Credit Policy

Cross-crediting may be available for a student who has completed a qualification at Alphacrucis, or a student who did not complete, or was not a candidate for an award but who successfully completed one or more papers from a Schedule of Papers of Study at Alphacrucis. Cross credit may be given for a specified paper or papers where previous study is regarded as having satisfied both the outcomes and the assessment requirements of the Paper.

If the applicant is eligible for credit for previous studies, they should request advice from the relevant Head of Studies about credit when accepting the offer of admission. The Head of Studies is responsible for overseeing the cross- credit application and will report to the Academic Committee all cross-credits awarded once per Semester.

The application process for Cross-Credits includes the following:

- Student to complete application form
- An application form is available from the Registrar's office or can be downloaded from the College website (acnz.ac.nz), or from Moodle. Students are to complete the application form and lodge it with the Registrar.
- Approval by relevant Head of Study.

If cross-credits are approved for a particular paper, the Registrar will record 'Cross-credited' on the Record of Learning for the relevant student.

Assessment of Cross Credit Application

The Registrar's Office will receive applications for cross-credits and rank them with regard to the standards set by the relevant Course Handbook and forward to the relevant Head of Study for approval or otherwise. A student refused credit may appeal through the normal mechanisms provided for in the Student Handbook.

- Student to complete application form
- Fees for credit transfer from another institution will be outlined in the fee schedule

Credit Transfer Policy

Credit transfer refers to credit that is awarded on the basis of prior formal learning or study at another tertiary institution. Credit transfer may be given for a specified course or courses where previous study is regarded as having satisfied both the outcomes and the assessment requirements of the course.

If the applicant is eligible for credit for previous studies, they should request advice from the relevant Head of Study about credit when accepting the offer of admission. The Director of Campuses and the relevant Head of Study are responsible for overseeing the credit transfer applications and will report to the Academic Committee all credit transfers awarded once per Semester.

The application process for credit transfer includes the following:

Assessment of Credit Transfer Application

The Registrar's Office will receive applications for credit transfer and rank them with regard to the standards set by the relevant Course Handbook and forward to the relevant Head of Study for approval or otherwise. A student refused credit may appeal through the normal mechanisms provided for in the Student Handbook.

Approval

If credit transfer is approved, the Registrar will record 'credit transfer' on the Record of Learning for the relevant student.

Recognition of Prior Learning (RPL) Policy

Recognition of prior learning (RPL) refers to learning that has taken place outside of formal education and training, including knowledge, skills, competencies, and attributes which may have been learnt during work experience, through involvement with community organisations or activities or sporting groups and activities, or through general life experience.

RPL can be used in two ways: first, to gain access to a course or qualification or for credit in a particular qualification. RPL is different to credit transfer because the student is *being assessed* to determine if they have met the learning outcomes in a particular course outside of formal education. In determining the applicability of RPL, the Academic Committee may require assessment including (but not necessarily limited to) methods such as:

- preparation of a portfolio with examples of previous work;
- letters from employers or community leaders explaining applicant experience, responsibilities, skills and capacities;
- a direct assessment of applicant skills by requiring the applicant to perform the skill;
- a 'challenge' test, which requires the applicant to undergo assessment to see if the applicant has met the required standards;
- a reflective essay combined with other evidence, where the applicant explains what they have learnt, how they learnt it, and how it relates to their current course or qualification; or
- a combination of all these methods.

The application process for RPL includes the following:

- Student to complete application form
- An application form is available from the Registrar's office or can be downloaded from the College website (acnz.ac.nz). Students are to complete the application form and lodge it with the Registrar. Fees for RPL will be outlined in the fee schedule
- Assessment of RPL Application
- The Registrar's Office will receive applications for RPL, and forward to the Head of Study for approval or otherwise. The student may be asked to provide one or more of the elements mentioned above. A student refused RPL may appeal through the normal mechanisms provided for in the Student Handbook.

Approval

If RPL is approved for a particular course, the Registrar will record 'RPL' on the Record of Learning for the relevant student.

Aegrotat Considerations

A student prevented from completing any major item or items of work for assessment in a course, or who considers that his or her performance in completing any major item or items of work for assessment in a course has been impaired by illness or injury or bereavement or any other critical circumstance, may apply for aegrotat consideration for the course.

Aegrotat considerations are not available where results have been affected by impairment to a student's ability to learn the material for the course(s) concerned.

Policy

To be considered for aegrotat, the student:

- Must have attended at least 75% of the classes in which attendance is recorded.
- May only apply for aegrotat consideration on ONE piece of assessed work (worth no more than 50% of the course).
- Must have achieved a 60% average on the other piece(s) of assessed work.

Terms of Application

The application for aegrotat should be made in writing:

- to the Head of Study
- on or within 7 days after the due date for submission of the work concerned, or on or within 7 days after the date of a test or examination
- be supported by satisfactory evidence

Note: In special circumstances, the Academic Committee may approve a late application, and in the case of a student making multiple applications for the same examination or test period, the Committee may approve a consolidated application which should normally be submitted within 7 days after the last test or examination concerned

The applicant will be informed in writing by the Head of Study within 14 days if the grounds for the application are accepted or not.

If the application is accepted:

The Head of Study may, in the case of assessed work other than tests or examinations, offer a specific extension of time without penalty to complete the work.

Where an offer of extension is not appropriate or accepted, and in the case of tests and examinations, the aegrotat for the course will be considered at the completion of the course and after the final item of assessment has been marked. After consultation with the examiners, the Head of Study will determine whether an aegrotat pass or grade shall be conceded.

Conditions of Application

In the case of illness or injury to the student, a report from a registered medical practitioner or a student counsellor approved by the Academic Committee must be submitted.

The report must state the nature of the illness or injury and an opinion about its effect on the student's ability to complete the required work or to sit the test or examination.
In the case of bereavement, a death notice from a newspaper or a letter from a medical practitioner, Minister of Religion, Kaumatua or the Police must be submitted. Applicant must provide evidence of relationship to the deceased.

Additional Notes

The Head of Study should inform students of any items of assessment in a course that are not appropriate for aegrotat.

Students may request information from the Head of Christian Studies in relation to what constitutes a substantial part of a course and a substantial part of the assessment and as to what is considered to be a satisfactory level.

Where a student has missed a final examination, or has a substantially impaired performance, in circumstances that justify an aegrotat application but where the tutor is unable to make an aegrotat assessment, the College may choose not to grant the application and will advise the student.

15. Academic Integrity & Referencing

Assessment Irregularities

Plagiarism and collusion are methods of cheating:

Plagiarism is the presentation of work which has been copied in whole or in part from another person's work, or from any other source such as the internet, published books or periodicals, without due acknowledgement given in the text. There are two categories:

1. Where material should have been in quotation marks or material is paraphrased without acknowledgement:

Offence	Plagiarism or Collusion
Definition	Plagiarism is using words, ideas, or information from someone else's work without acknowledging it correctly. The deliberate plagiarism of someone else's work is unethical, academically dishonest, and grounds for disciplinary actions, including expulsion. Collusion is the unauthorized collaboration with another person or persons.
First offence	The student's tutor will explain / discuss the offence, and marks may be deducted or a rewrite or resubmit requested. Student reported to Head of Studies.
Second offence	Student reported to Head of Studies and warning letter given. Rewrite or resubmit requested. If the re-submitted assessment is deemed satisfactory, it will be marked but will only be 75% of the mark given by the marker (e.g. If the marker gives a resubmitted assignment a grade of 80% the actual mark received will be 60%). This penalty will be incurred down to a minimum of 50%.
Third offence	Student reported to Head of Studies and given 0% for that item of coursework. Student may face exclusion from the college

2. Irregularities in the Case of Formal Examinations:

Offences:	These include any dishonest or improper practice in connection with examinations, tests, or other work, including the bringing into an examination or test of any unauthorised material.
First offence:	Paper coordinators may use professional judgement or require the student to re-sit a different examination or award a lower mark.
Second offence:	Student receives 0% in the examination
Third offence:	Student fails the paper and is expelled from the College.

Where penalties are applied, including when a lecturer suspects that the work submitted is not the student's own work or is AI generated work, the Head of Study or Director of Campuses shall give the student an opportunity to make representations.

If circumstances warrant, the matter may be referred to the Academic Committee for investigation. The Academic Committee has the authority to exclude a student from the College.

16. Use of Artificial Intelligence (AI)

ACNZ recognises that Artificial Intelligence (AI) tools can support learning when used appropriately. Students are expected to use AI ethically, responsibly, and in accordance with the principles of academic integrity.

Students must ensure that all submitted work represents their own learning and understanding, and that any use of AI tools is appropriately acknowledged where required.

The unauthorised use of AI-generated content, or submitting work that does not represent a student's own efforts, may be treated as academic misconduct.

For detailed guidance regarding the acceptable use of AI, disclosure requirements, and examples of permitted and prohibited use, students should refer to the **ACNZ Assignment Guide** and any AI instructions provided for individual assessments.

17. Graduation & Academic Awards

In order to graduate, all students shall meet the following requirements:

- Achieve the number of credits for their programme within any minimum or maximum completion times (see relevant Programme Handbook)
- For full-time campus courses, students must meet at least 80% attendance rate or have valid reasons for absence
- Paid all fees in full
- Returned all library items and paid any overdue fines
- Certificates and Transcripts will only be issued when the above requirements are met.
- Replacement of Transcript may be issued at the cost of $50.

Students should also refer to their Programme Handbook for specific graduation requirements.

PART 4 – POLICIES & PROCEDURES

Key policies, student rights, responsibilities, and formal processes.

18. Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Alphacrucis has agreed to observe and be bound by The Code published by the Minister of Education. Copies of the Code are available on request from the College or from the Ministry of Education's website: www.minedu.govt.nz/goto/international.

The Code provides procedures for students to follow should they have any concerns about their treatment by the College.

International Learners: If your concerns are not resolved by the internal grievance procedures, you may contact the independent body established to deal with claims from international learners at www.studycomplaints.org.nz

All tertiary learners receive a summarised copy of the Code upon enrolment or on arrival at the College. For a personal copy, please see the reception, or multi-lingual versions can be viewed online at www.minedu.govt.nz .

19.Fees, Withdrawals & Refunds

Fees are payable at least one semester in advance and each semester's fees must be paid within seven days of the commencement of each semester. A Direct Debit facility can be arranged for regular monthly payments, where appropriate. If this is an option for you, please see the Registrar or Operations Manager.

For overseas students, the full programme fees or fees for the first year must be paid prior to obtaining a visa.

For international learners, the fees payable are those quoted on an "Offer of Place".

Course fees cover all tuition costs. Course fees do not include textbooks or workbooks, unless specified. Course fees do not cover transport, accommodation, or food.

Where students participate in group fieldwork, costs of transportation will be shared by all the members of the group.

All fees are held by the College Public Trust Account. They are drawn down monthly by the College.

International learners must purchase medical insurance for the duration of their stay in New Zealand. This can be arranged by the student or by the College on behalf of the student. The cost will be additional to course fees.

Fees Protection

Under the Student Fee Protection Rules 2026:

- Student fees must be protected through an approved fee protection mechanism.
- Fees must be held in accordance with the applicable trust arrangements.
- Under the standard trust arrangement, payments to the provider are generally made pro rata in arrears for tuition delivered.
- The required payment schedule and student-specific fee protection arrangements must be followed.

For more information visit Public Trust's website (http://www.publictrust.co.nz/fee-protect/information-for-students.html) or contact Public Trust on 0800 494 733.

Student Loan & Allowances

To qualify for a student loan, a student must be enrolled in a NZQA recognised programme and be a NZ Citizen or a Permanent Resident or refugee in NZ. Please see Reception for details.

To qualify for a student allowance, a student must be:

- a full-time student on an NZQA recognised programme,

- and be a NZ Citizen or a Permanent Resident or refugee who has lived in NZ for more than 24 months.

Student allowances are only granted to students who maintain their attendance in the course nominated. Non-attendance may result in the allowance being cancelled. Failure to pass the course may result in cancellation of the student's entitlement to further allowance for a period of 5 years.

Withdrawal & Refund

Alphacrucis has a refund policy (QMS Policy 1.10) that meets the requirements of the New Zealand Qualifications Authority and Section 357 of the Education and Training Act 2020.

- A student may withdraw from a course of study at any time by advising the Registrar in writing on a Withdrawal Form of their intention to do so.
- A refund of tuition fees will be granted to any domestic student withdrawing from a course of study within the first 8 days from the commencement date. The refund will comprise all monies paid, less $500.00 or 10% of the total amount paid, whichever is the lesser.
- In the case of withdrawal or termination after the 8th day of a course of study for domestic students, no refund of tuition fees will be granted except in the case of serious illness; an official medical certificate must be provided.
- A refund of tuition fees will be granted to any international student withdrawing from a course of study within the first 10 days from the commencement date. The refund will comprise all monies paid, less 25% of the total amount paid (based on actual costs incurred).
- In the case of withdrawal or termination after the 10th day of a course of study for international students, no refund of tuition fees will be granted except in the case of serious illness; an official medical certificate must be provided.

For withdrawals from short courses up to and including 4 weeks and 6 days:

- Withdrawals within the first 2 days of the course, the College is entitled to retain 50% of full payments made.
- If two days constitutes the full amount of tuition paid, there will be no refund to the student.

For courses 5 weeks or more, but less than 3 months:

- Withdrawals within the first 5 days of the course, the College is entitled to retain up to 25% of the full payments made.

A student may alter their course of study, provided that the change of course is approved by the relevant Head of Study. A fee is chargeable for such changes.

Fees are not transferable to other colleges or students.

Where a New Zealand citizen or Permanent Resident receiving student allowance withdraws from a course of study, the College is required to notify StudyLink.

Where an international student withdraws from their course of study, the College is required to notify Immigration New Zealand. Note: In such instances, Immigration New Zealand usually cancels the student visa.

An international student will be required to withdraw from the College if they do not maintain a current student visa and insurance. No refund will be made in this instance.

20. Complaints & Grievances

Making a Complaint

Any concerns or issues are to be directed to the tutor/Head of Study or Student Engagement Officer.
Serious complaints should be put in writing using the Incident Form.
Complaints will be handled by the following (in this order):

- Registrar
- Director of Campuses
- National Director

Complaint Handling

- All serious complaints will be reported to the Management Team (MT).
- The MT will decide whether the complaint needs to be dealt with officially. The decision will be recorded.
- The MT will decide what action to take. The decision will be recorded.
- If the matter remains unresolved it will be forwarded to the Council for a final decision.
- In all other matters the MT will take whatever action is appropriate to deal with the matter within the bounds of fairness and privacy.

If a complaint is not resolved to the student's satisfaction through the College's internal processes, students may access external complaints and dispute resolution services where appropriate. Information regarding academic appeals, complaints relating to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice, and financial or contractual disputes is provided in Section 16.

21.Student Discipline & Misconduct

Students are expected to comply with the Code of Conduct. Serious or repeated breaches may result in disciplinary action, suspension, or exclusion from study.

Matters involving academic misconduct, harassment, discrimination, violence, theft, dishonesty, or actions that place others at risk may be subject to formal disciplinary procedures.

22.Privacy & Confidentiality

Privacy Issues

You have the right to access personal information that the College holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or enquire about the handling of your personal information, please contact Reception.

23. Equity, Diversity & Inclusion

Equal educational opportunities

Harassment and discrimination

The College aims to:

- provide a work and study environment that is safe and pleasant for staff and students which is free from harassment, bullying and unlawful discrimination
- provide a work and study environment where staff and students are treated with dignity, courtesy and respect
- provide an effective procedure for complaints

- treat all complaints in a sensitive, fair, timely and confidential manner
- guarantee protection from any victimisation or reprisals
- encourage the reporting of behaviour which breaches this policy
- promote appropriate standards of conduct at all times.

ACNZ recognises that harassment (including sexual harassment), bullying, unlawful discrimination and sexual misconduct may involve comments and behaviours that offend some people and not others. AC accepts that individuals may react differently to comments and behaviour. That is why a standard of behaviour is required of students, staff, and volunteers.

Engaging in harassment, bullying, unlawful discrimination or sexual misconduct in the workplace constitutes a breach of this policy and may result in disciplinary action up to and including exclusion from the student's course of study or dismissal. In some instances, this may also amount to a criminal offence or a breach of relevant legislation.

A detailed description of this policy and the associated procedures is available on the website: www.acnz.ac.nz.

Anti-bullying

Resources online including Netsafe and YouthLaw, as well as a number of free phone support numbers you can call for more information and help if needed.

- What's Up – free phone 0800 942 8787 counselling support for kids and teenagers.
- Youthline – free phone 0800 37 66 33 support helpline, or free text 234 or email: talk@youthline.co.nz.
- To contact the Human Rights Commission, call the free info line number on 0800 496 877 or email: infoline@hrc.co.nz.

24. Policy Directory

Policy	Where to Find It
Assessment Policy	Moodle / Website
Attendance Policy	Moodle / Website
Complaints Policy	Moodle / Website
Privacy Policy	Moodle / Website
AI Guidelines	Moodle
Student Conduct Policy	Moodle / Website

End of Handbook