Foreword

This handbook outlines the College of Business framework within which research students, supervisors, and examiners are required to operate.

The information provided is aimed at improving the quality of the research experience and the outcomes.

Best wishes for successful research.

Glyn Jeffrey
Academic Director (Postgraduate)

Graduate Studies Committee  (as at April 2008):

Chairman                                      Glyn Jeffrey
Academic Director                             Mrs Shirley Carr
Elected academic members (4)                  Dr Karl Pajo
                                                Dr Martin Perry
                                                Dr David Tweed
Election pending                             Election pending
Library representative                        Jane Brooker
College administration representative        Alison Gustafson
Student postgraduate representative          Mr Nick Hodgson
Committee secretary                          Hayley Murphy
## Contents

**General Information** ................................................................................................................................. 1
College Contacts and Further Information ........................................................................................................ 3
Library Information ........................................................................................................................................... 4
Student Learning Centre .................................................................................................................................. 6

**College Guidelines, Policies and Procedures** ............................................................................................... 9
Resources and Support for Internal Postgraduate Students ................................................................. 11
Regulations for Postgraduate Programmes in the College of Business - Part I ........................................ 12
College Guidelines for Sub-Doctoral Research ............................................................................................... 14
  - Guidelines for scope and mastery of research ......................................................................................... 14
  - Guidelines for supervision ....................................................................................................................... 15
  - Examination of theses ............................................................................................................................. 16
  - Examination of research reports ............................................................................................................ 18
  - Examination of theses – Sequence of events ......................................................................................... 19
  - Grading guidelines ................................................................................................................................. 20
Policy and Procedures for Examination Adjudication ............................................................................... 21
College Deadlines for Submission of Theses and Research Reports .................................................. 22
Time Limits for Completion of Programmes ............................................................................................... 24
Extensions, Suspensions and Other Administrative Procedures ......................................................... 27
Class of Honours/Grade Point Average (GPA) ............................................................................................. 30
  - Aegrotat Grades ..................................................................................................................................... 30
  - Fail grades .............................................................................................................................................. 30
  - Credit from other tertiary institutions .................................................................................................. 30
  - Points above minimum requirements .................................................................................................. 31
  - Grade point average calculation ........................................................................................................... 32

**University Guidelines and Procedures** .................................................................................................... 33
University Grievance Procedures for Students ......................................................................................... 35
Plagiarism and Dishonesty ............................................................................................................................. 41

**Appendices** .............................................................................................................................................. 43
A. Postgraduate Student Research Fund – Information ................................................................................. 45
B. Application for PGRF .................................................................................................................................. 47
C. Request for Extension for Thesis/Research Report .................................................................................. 51
D. Request for Suspension of Study ............................................................................................................... 53
E. Final Report on Research Report ............................................................................................................... 55
F. Research Report Results – Recommendation of Final Grades ............................................................ 57
G. Nomination of External Examiner for Thesis ......................................................................................... 59
H. Writing Examiners’ Reports for Theses .................................................................................................... 63
I. Embargoing of Theses .............................................................................................................................. 65
J. Application to Embargo a Thesis ............................................................................................................... 67
GENERAL INFORMATION
College Contacts

As at April 2008:

Website:  http://business.massey.ac.nz

Glyn Jeffrey
Academic Director (Postgraduate)
College of Business
Massey University
Private Bag 102 904
North Shore Mail Centre
Auckland
Phone: 09 414 0800
Fax: 09 414 8110
Email: G.B.Jeffrey@massey.ac.nz

Alison Gustafson
Postgraduate Administrator
College of Business
Massey University
Private Bag 11 222
Palmerston North
Phone: 06 356 9099 extn 2419
Fax: 06 350 5608
Email: A.H.Gustafson@massey.ac.nz

Administrator
College of Business
Massey University
Private Bag 11 222
Palmerston North
Phone: 06 356 9099 extn 2417
Fax: 06 350 5608

Further Information:

- Postgraduate Qualifications in Business – Enrolment Handbook
- Massey University Postgraduate Guidebook.
- Massey University Calendar
- Massey University Library – Guide to the Presentation of Theses
- The Department/School in which you are studying may also have a postgraduate handbook specific to your programme/paper and you should contact your Department/School Administrator for further information.
Library Information

As a business student, possibly the major resource for you in your studies will be the services and collections of the Library.

Massey University has extensive collections of print and electronic material – books, journals, journal article databases, CDs, videos/DVDs, theses. They are all listed in the Library’s catalogue, accessed through the Library’s home page at http://library.massey.ac.nz/

Library access
If you are enrolled for a thesis or research project and you live near a campus, you are expected to visit that campus library for access to books, journals, photocopying and other library services. If, however, you live a significant distance from a campus, you may be eligible to receive distance library services. If you think you are eligible please contact the Distance Library Service – by phone: 0800 MASSEY (ask for Library), by e-mail: Library@massey.ac.nz or check the Library web site “Library for Extramurals” page.

Books
The book collections are extensive as the Library is funded to keep abreast of the publishing output in all subjects taught and researched at Massey. You are able to use material from any of Massey’s campus libraries. As a postgraduate student you may borrow up to 75 books at a time. The loan period is six-eight weeks.

Journals
The Library also holds extensive journal collections. Where possible, these journals are available online. We also subscribe to a number of business journal article databases to enable you to find journal articles on your topic. If you use the Subject Guides available from the Library’s home page you will be able to identify and link to these databases and to other resources appropriate to your subject.

Research consultations
As a graduate student you will be needing to find a wide range of scholarly material on your subject. You may want to take advantage of our Research Consultation Service. One of our Liaison Librarians can give you a one-hour session (either in person, virtually using Connect meeting software and your Broadband connection, via email, or by phone) providing advice on identifying and using relevant information sources. We also provide training and support in the use of EndNote (referencing software). Ask at any Massey University campus library or go to the Contacts page on the Library web site. We urge you to make use of this free service.

InterLibrary Loan
Any material not held by Massey University Libraries can be acquired for you. The cost of this service is $5 per article or book.
Liaison Librarians
We are your Liaison Librarians. A major part of our job is to order books and to teach postgraduate students how to use our resources – particularly our electronic resources. Make use of us! Best wishes for your study and we hope to hear from you or see you in the Library.

Auckland Campus
Fiona Henderson (09) 414 0800 ext 41120 F.Henderson@massey.ac.nz
Siba Mahmood (09) 414 0800 ext 41132 S.Mahmood@massey.ac.nz

Palmerston North (Turitea) Campus
Alison Wallbutton 06 (350 5799 ext 7344 A.L.Wallbutton@massey.ac.nz
Jane Brooker (06) 350 5799 ext 7919 J.E.Brooker@massey.ac.nz

Wellington Campus
Elizabeth Smith (04) 801 5799 ext 6712 E.J.Smith@massey.ac.nz
Student Learning Development Services  
(Student Learning Centre)  
Postgraduate Services

The Student Learning Centre (SLC) is now part of Student Learning Development Services and is an academic support service that helps students to be successful at all levels of their study. The service is free, friendly and confidential. For post-graduate students help and information is available in the following areas:

- assignment structure and format
  - longer essays
  - reports
  - literature reviews
  - theses
  - research proposals
- academic writing style
- using and referencing sources
- grammar, punctuation, and spelling
- proofreading techniques
- time management
- reading and note-taking
- exam preparation

The consultants focus on promoting learning and writing skills so that students can become independent learners. There is no support for post-graduate students on course content.

Internal Students
The services available at the Palmerston North campus are:

- **Individual Appointments**
  One hour appointments are available with a consultant for help with planning an assignment or discussing a draft. It is not possible to review a whole thesis or long assignment, so, to make the most of your appointment, please identify specific issues you would like help with (e.g. the order of sections within a chapter, or the phrasing of particular sentences). Note that we do not proof-read entire assignments for students though we do identify and help with any writing style or grammatical problems.

- **Workshops**
  A series of workshops is held each year for post-graduate students. Topics vary but focus on common areas of concern such as writing a research proposal; developing a literature review; maintaining motivation whilst working on a thesis; brushing up your writing skills; editing your thesis; and theses based on different types of approaches. These are additional to the tertiary skills workshops run on Wednesday lunchtimes. The timetable can be picked up at the SLDS Office, Room 1.11 in the Geography Building or accessed through the SLC website.
• **Pacific Island Students**  
Specialist learning and writing consultants are available to promote the academic achievement of Pasifika students. Students are welcome to drop in to Fale Pasifika in the YFC building on Rehab Rd between the Totara and Matai Halls. They also meet with extramural students at regional meetings as well as on the Palmerston North campus. Litea’s extension is 7186

• **Online Writing and Learning Link (OWLL)**  
An Online Writing and Learning Link (OWLL) managed by the Student Learning Centre gives students free, direct access to useful resources on writing and study skills ([http://owll.massey.ac.nz](http://owll.massey.ac.nz)). There is one section specifically dedicated to tips for post-graduate students.

• **Block Course Students**  
Students are welcome to use the Student Learning Centres when they are on any of the Massey Campuses. Contact the SLC offices and make an appointment as soon as you know your block course timetable.

**Extramural Students**

• **Students on Contact Courses**  
Students on contact courses can use any of the SLCs’ services on the campuses. Contact the SLC offices if you wish to make an appointment.

• **Maori Extramural Students**  
The Kaitautoko for extramural students and Te Hononga Mai Tawhiti support post-graduate and undergraduate students. There is a mailout and information booklet at the beginning of semester one about their services. You can also contact them by phone: 0508 439677 extension 2712 or email: tawhiti@massey.ac.nz.

• **Online Pre-reading Service**  
This offers students the opportunity to send in a draft written assignment for review and advice before it is submitted for marking. Feedback will focus mostly on the structure and style of the assignment. Specific attention will be given to helping students achieve the appropriate level of writing, accurate use of sources, correct referencing formats, and sentence clarity. It is not possible to identify every error in an assignment and this is not a proof-reading service. Post-graduate students may submit two assignments per semester to the pre-reading service. The online link is through [http://owll.massey.ac.nz/pre-reading.html](http://owll.massey.ac.nz/pre-reading.html)

• **Academic Support Request Submission**  
Another online service is the Academic Request form which allows students to submit a query about their learning or assignments. This will be either answered by a consultant or the enquiry will be referred to the appropriate source. A reply should be received within two or three days. This form can be found at [http://owll.massey.ac.nz/academic_support.html](http://owll.massey.ac.nz/academic_support.html)
Consultations for extramural students
All campuses have staff who support post-graduate extramural students and they can make an appointment with a consultant when they are on a campus or if they live nearby.

- **Palmerston North**
  - Ground floor of the Geography Building, near Registry on the Turitea site. For appointments and queries, please contact the Administrator, telephone (06) 350 2251 or extension 2251, email SLC-PN@massey.ac.nz, or fax (06) 350 5760.

- **Auckland**
  - Study Centre 1.18: telephone (09) 414 0800 extension 9143 or 9583, email SLC-alb@massey.ac.nz

- **Wellington**
  - Block 5, level A: telephone (04) 801 5799 extension 6131
  - Email SLC-wnlearn@massey.ac.nz

The SLCs’ website is located at [http://learning.massey.ac.nz](http://learning.massey.ac.nz)
COLLEGE GUIDELINES,

POLICIES

AND

PROCEDURES
Resources and Support for Internal Postgraduate Students in the College of Business

ALL POSTGRADUATE STUDENTS

1. Heads of Departments/Schools will be accountable for ensuring that students are informed about, and have access to appropriate levels of support in their respective Departments and Schools.
2. All postgraduate students will be offered a departmental induction programme at the beginning of the academic year;
3. All postgraduate students will be provided with shared access to computers or computer access points;

ALL POSTGRADUATE STUDENTS ENROLLED IN MASTER OR HONOURS PROGRAMMES

4. All support available under items 1 to 3;
5. All Departments/Schools will allow use of their Department/School as their address, and administer suitable mailbox facilities;
6. All postgraduate students will be provided with free email and internet access during normal operating hours as a minimum;

POSTGRADUATE STUDENTS ENROLLED IN A MASTER DEGREE RESEARCH THESIS OF NO LESS THAN 90 CREDITS

7. All support available under items 1 to 6;
8. All postgraduate students enrolled in a master degree research thesis of no less than 90 credits will be eligible to apply for research funding from the contestable Postgraduate Student Research Fund (PGRF) of $50,000, in support of postgraduate students’ research and research-related activities;

PHD STUDENTS

9. All support available under items 1 to 6;
10. PhD students will be provided with desk space, and shared telephone.
Regulations for Postgraduate Programmes
College of Business
Part I (Generic)

These Regulations apply to all postgraduate programmes in the College of Business. Part II of the Regulations are specific to individual programmes and consist of course requirements and/or schedules of papers (see Postgraduate Qualifications in Business or Massey University Calendar).

Entry Requirements
1. Approval of admission to a postgraduate diploma, bachelor honours or master’s degree requires that the candidate will have:
   (a) (i) qualified in an appropriate bachelor degree with an appropriate grade point average; or
   (ii) an approved academic qualification; or
   (iii) been granted admission to postgraduate study as entitled to proceed to the specified diploma or degree; and where appropriate
   (b) provide evidence of practical/professional experience of an acceptable standard in an area(s) relevant to the qualification.

2. Notwithstanding any other provision of these Regulations, the Academic Board may require a candidate to demonstrate fitness for admission to the course by undertaking such tests, carrying out such work, and passing such examinations as the Board may determine.

3. Enrolment for a postgraduate programme of study in the College of Business at Massey University requires:
   (a) approval of admission to the programme by the Academic Board;
   (b) assurance from the relevant academic unit that the financial, human and physical resources relevant to the proposed programme of study are available; and
   (c) registration in papers that meet the academic requirements of the programme.

Academic Requirements
4. An academic programme shall consist of the number of credits for taught papers and/or research as specified in Part II (Schedule) for the qualification.

Notes
Candidates shall not cross-credit papers from a completed postgraduate qualification to another postgraduate qualification.

A candidate who has passed papers under previous Regulations at Massey University, but who has not graduated, may have such papers transferred to the equivalent qualification as determined by the Academic Board.

Research Reports and Theses
5. (a) A research report will consist of either 30 or 60 credits; a thesis will consist of either 90 or 120 credits.
(b) The research component of postgraduate programmes will be 0, 30, 60, 90 or 120 credits with the proviso that bachelor honours and master’s degrees should normally have a minimum research component of 30 credits. Postgraduate diplomas may have a research component of zero and be based entirely on taught papers.

Examination

6. (a) The Head of the academic unit, or nominee, will recommend the appointment of one independent internal examiner for a research report or thesis, together with an external examiner for a thesis.

(b) For the award of the degree or diploma, a pass is required in all papers in the qualification. At the discretion of the examiner(s), a candidate may be examined orally on the subject of the research report or thesis.

(c) A candidate may re-enrol and be re-examined once in a failed paper(s). A research project or thesis may be resubmitted if necessary and may be subject to re-examination. Following successful re-examination, the candidate will only be eligible for a pass in a bachelor honours degree, a master’s degree or a postgraduate diploma.

Honours/Distinction

7. (a) Postgraduate diplomas and 120-credit master’s degrees will carry the award of Distinction for excellence if completed at a superior standard within one year full-time or three years part-time.

(b) Bachelor (honours) and 240-credit master’s degrees will be awarded with First Class Honours, Second Class Honours Division I, Second Class Honours Division II or a pass, unless the Part II regulations provide otherwise.

To qualify for the award of Honours, bachelor (honours) degrees must be completed in one year full-time or three years part-time; Masters (240 credits) degrees must be completed within two years full-time or five years part-time.

Endorsements

8. Programmes for which subjects are listed may have these specified as endorsements at the time of course approval by the Academic Board. Endorsements will be specified with the name of the degree or diploma received by the candidate.

Exceptions

9. The Academic Board may, in such cases as it thinks fit, approve a personal programme of study that does not conform completely with the Regulations for that degree or diploma.
College Guidelines for Sub-Doctoral Research

A Thesis is a research paper of 90 or 120 credits
A Research Report is a research paper of 30 or 60 credits

1. Guidelines for Scope and Mastery of Research

It is not expected that sub-doctoral research studies will produce original knowledge, though some masterate theses will generate new knowledge. It is expected that mastery of the research process is demonstrated which includes: ethical and other issues, relating the empirical data to existing knowledge, reviewing relevant literature, and that the written report or thesis is written in clear, grammatically correct language and presented professionally. It is useful, particularly to both students and supervisors to have some guidelines of what is expected with respect to length, time, knowledge and mastery. The following classification may assist in this respect:

Research Reports
- 30 credits: 7000 to 9000 words and equivalent to one quarter of full time study. The research process is mastered, including delineation of a research question or hypothesis and provision of a thorough and analytical review of literature in the content area.
- 60 credits: equivalent to one half of full time study. Mastery is as for 30 credits above, and existing knowledge is confirmed or tested, and empirical data related to theory competently.

Theses
- 90 credits: equivalent to three quarters of full time study. Mastery is as for 60 credits above, and knowledge is advanced through the testing of knowledge or through its application in new settings.
- 120 credits: 27,000 to 32,000 words and equivalent to full time study (1,500 to 1,600 hours). Mastery is as for 90 credits above, and a high level of competence in handling theory demonstrated.

It is accepted that at best, the above classification can only provide a range on which to anchor each type of report, because much will depend on the subject area selected and research methodology used in each instance.

It should also be noted that a relationship between point values and workload is already set out. The Massey University Calendar, General Information states that 1.2 credits of a double semester paper equates to approximately 0.5 hours work per week, or one hour per week if the paper is taught within a single semester. Consequently for a research paper value of 30 credits, the student would be expected to spend 12.5
hours per week on that same paper if it was undertaken across two semesters, or 25
hours per week if taught within a single semester.

The thesis should contain the results of a piece of independent research which might
be expected of a diligent and competent student. The thesis should demonstrate that
the candidate has the ability to carry out research and/or the ability to carry out
constructive criticism and to report the results of such work clearly, accurately, and
succinctly. It is not a requirement that the results should necessarily represent a
substantial contribution to knowledge in the field.

The Research Report has two objectives.

• There will be a demonstration of an improvement in the student’s research
  skills. That is, by the conclusion of the report the student will have
demonstrated the successful use of analysis and synthesis at an advanced level,
and
• There will be an increase in the student’s own learning within the subject area
  and this is demonstrated in the report.

The Research Report, then, is differentiated from a thesis not only by its size and
credits value, but also by its objectives. The Research Report is not required to be an
original contribution to the literature on the subject area.

2. Guidelines for Supervision of Theses and Research Reports

The student's first responsibility is to define a research topic and arrange for
supervision by discussion with appropriate staff members. To aid in this process there
are available from Department/School secretaries lists of completed research projects
and of staff members' research interests.

Departments/Schools assign to all research report students at least one supervisor
from among academic staff experienced in research supervision.

Departments/Schools assign to thesis students, and where possible 60 credit research
report students, two supervisors, one of whom will be the chief supervisor.

Departments/Schools provide opportunity for junior or otherwise inexperienced staff
to gain experience in supervising research e.g. by co-supervising with an experienced
colleague and/or attendance at appropriate courses run by the Training and
Development Unit.

Departments/Schools ensure that both supervisors and students are clear about their
responsibilities.

Departments/Schools are responsible for arranging for students to present at seminars.
Where appropriate, students should be provided with an opportunity to present papers
at conferences of professional bodies.

Departments/Schools should encourage students to publish and disseminate the results
of their research. This is in line with the College’s strategic intention of fostering
excellence and relevance of research as the foundation of a reputation as a quality business school.

The chief supervisor has overall and continuing responsibility and is usually an expert in the general field of study. Second supervisors usually provide specialist advice on parts of the study and tend to be called on when needed. It is not necessary for all members of this supervisory group to be drawn from the same Department; only for them to possess appropriate knowledge and skills to provide the required supervision.

The chief supervisor must be available on a regular basis to liaise with the student. Obviously, for internal students this will mean regular meetings in a mutually convenient venue. For extramural students this will mean regular contact through email and telephone, as well as occasional meetings where possible, and campus courses.

3. Examination

See also Examinations regulation 6 of the Part I Generic Regulations on p.13.

3.1 Examination of Theses

Three copies of the thesis should be hard bound, and submitted to the Graduate Research School at Turitea, or Massey Contact at Albany or Wellington.

The examination of theses is administered by the Graduate Studies Committee (GSC) on a College-wide basis. The Postgraduate Administrator acts on its behalf in day-to-day matters, and is the first point of contact for any general enquiries.

Masterate theses are examined by an independent internal examiner and an external examiner, though GSC reserves the right to appoint additional examiners. The external examiner of a thesis is external to the University, normally within New Zealand, and appointed by the College on the recommendation of the Department/School. Supervisors make recommendations to GSC about possible external examiners after consultation with their HOD/HOS. The appointment of independent examiners, helps to preserve the integrity of the whole assessment system.

The sequence of events is as follows:

a. The supervisor makes a recommendation to GSC about a possible external examiner after consultation with their HOD/HOS, and after approaching the examiner to ensure he/she is available, submits the nomination form to the HOD/HOS.

b. GSC considers the nomination of the external examiner and if approval is given, the Postgraduate Administrator notifies the supervisor and or HOD/HOS of the approval.
c. The appointment of an independent internal examiner is the responsibility of the HOD/HOS and is managed within Departments/Schools.

d. The student submits three hard-bound copies of the thesis to the Graduate Research School. In some instances a Department/School may make arrangements with the student for additional copies to be produced. From this point on the thesis becomes an examination script and is therefore subject to all relevant regulations. None of these copies is returned to the student.

e. The Postgraduate Administrator arranges for copies of the thesis to be sent to all examiners.

f. The thesis is examined by all examiners. Discussion between the supervisor and examiners is acceptable but only in relation to process, not content. Each examiner provides an independent report and recommended grade to the Postgraduate Administrator for forwarding to GSC.

g. GSC determines the final grade and conveys the result to Examinations Section of NSATS.

h. The examiners return their copies of the thesis directly to the Postgraduate Administrator. After the examination, the Graduate Research School deposits two copies in the Library and returns the other copy to the Department/School for depositing in their library.

Guidelines for Examination of Theses

The following criteria are used for assessing different aspects of thesis work:

- **Problem Identification**
  - Isolation of problem areas and development of a research problem (i.e. definition of study area, statement of objectives, boundaries to study, hypothesis etc.)

- **Understanding of Literature**
  - Distinction between (a) conceptual/theoretical and (b) empirical developments in the literature.
  - Identification of strengths/weaknesses of previous research
  - Review of current state of knowledge
  - Links with the methodology for study
  - Evidence that the literature search is comprehensive
  - Links with parent discipline e.g. economics, psychology e.g. organisational behaviour, finance, management science etc.

- **Methodology**
  - Clear statement of methodology used and why
• Development follows a logical/systematic/scientific sequence
• Builds/draws on what has been done before i.e. links with literature review - use of theoretical and empirical studies to set up hypothesis
• Understands strengths and weaknesses of methodology used

➢ Results/Conclusions/Implications

• Meeting of objectives, solving of the problem, testing of hypotheses
• Clear conclusions, implications
• Ideas for further research

➢ Importance of the Contribution of Study to Discipline

• What is new? How does this study add to the "body of knowledge"? etc.

➢ Presentation

• Is the communication clear and concise?
• Does the thesis meet with all the requirements of the University?
• Does it meet acceptable standards of grammar and style?
• Are sources used adequately referenced?

3.2 Examination of Research Reports

Three copies of the research report are submitted to the Supervisor for examination. Hard binding is not prescribed; hot melt or spiral binding is acceptable.

Research Reports are required to be examined by an examiner who is external to the research process, but normally within the Department, School or College. Departments and Schools will have their own procedures for the appointment of independent examiners.

The Supervisor and independent examiner submit a joint report (or separate reports if preferred) with a recommended grade to the HOD/HOS for approval.

Reports with a grade of B+ or better are deposited in the University Library. The remaining copies are deposited in the Department/School library.

Guidelines for Examination of Research Reports

The following criteria are used for examining research reports.

• Overview of supervision given
• Positive features of the research / report
• Negative features of the research / report
• Summary judgement on the quality of the research / report
EXAMINATION OF THESES (90 & 120 credits) – SEQUENCE OF EVENTS

**APPOINTMENT OF EXTERNAL EXAMINER**

*Supervisor* – Submit completed “Nomination of External Examiner for Thesis” form to HOD/HOS.

*HOD/HOS* – Sign and forward form to Postgraduate Administrator.

*Postgraduate Administrator* – Obtain approval from GSC, advise the Supervisor and/or HOD/HOS and/or Departmental Administrator that External Examiner has been approved.

**SUBMISSION OF THESIS**

*Candidate*:  
- Submit three hardbound copies of thesis to Graduate Research School, Palmerston North (or Massey Contact at other campuses).
- Immediately advise Supervisor that thesis has been submitted.
- Apply to graduate.

*Supervisor* – Immediately advise Postgraduate Administrator that thesis has been submitted.

*Postgraduate Administrator*:  
- Collect copies of thesis for marking.
- Despatch one copy with letter and marking guidelines to External Examiner.
- Forward one copy to HOD/HOS for forwarding to Internal Examiner.

**EXAMINATION**

*External Examiner*:  
- Write an independent (without conferring) research assessment report.
- Submit report to Postgraduate Administrator.

*Internal Examiner*:  
- Write an independent (without conferring) research assessment report.
- Submit report to HOD/HOS for signing.
- HOD/HOS send report to Postgraduate Administrator.

*Postgraduate Administrator* – Forward reports to GSC.

*GSC* – Consider reports and determine final grade.

*Postgraduate Administrator*:  
- Send result to Examinations Section with a copy to HOD/HOS.
- Forward copies of examiners’ reports to candidate on request after reconsideration period has elapsed.

*Note: Appointment of Internal Examiners is a Department/School responsibility.*
Grading Guidelines

Grade

\[
\begin{align*}
A+ & \quad \text{First Class Pass} \\
A & \quad \text{First Class Pass} \\
A- & \quad \text{First Class Pass} \\
B+ & \quad \text{Second Class Pass} \\
B & \quad \text{Second Class Pass} \\
B- & \quad \text{Second Class Pass} \\
C+ & \quad \text{Pass} \\
C & \quad \text{Pass} \\
D & \quad \text{Fail} \\
E & \quad \text{Fail}
\end{align*}
\]
Policy and Procedures for Examination
Adjudication

Research Reports

Where there is a disagreement between the examiners over the proposed grade to be awarded for the research, and the HOD/HOS chooses not to resolve it by informal means, then he/she will ask the Graduate Studies Committee to arrange for the piece of work to be examined by a third party of the committee’s choice, (in consultation with HOD/HOS) either internal or external to this university. After this further examination the committee shall adjudicate a grade, taking all examiners’ reports into account. The committee may seek assistance from suitably qualified persons both within and without this university.

Theses

1. In the event of a serious difference of opinion between thesis examiners, where the Graduate Studies Committee cannot reach a conclusion, the Chairman of the committee will liaise with the HOD/HOS with a view to appointing a suitable independent third examiner. The Chairman and HOD/HOS will ensure that the third examiner has expertise either in the substantive field of research or in the research methods used in the thesis.

2. The third examiner will be asked to examine the thesis and provide a report to the committee.

3. The committee will consider all three examiners’ reports and determine a final grade.
College Deadlines for Completion and Submission of Theses and Research Reports

Double Semester and Semester Two Enrolments (0812 and 0802)

a) For students who wish to graduate in the ceremonies in April/May 2009 (either In Person or In Absentia):

Research Reports and Theses:
Student to submit work to supervisor 15 December
Supervisor to submit grade to GSC 31 January

b) For students who do not wish to graduate in the ceremonies in April/May 2009:

Research Reports and Theses:
Student to submit work to supervisor 28 February
Supervisor to submit grade to GSC 31 March

If Research Reports/Theses are not submitted by 28 February, students may apply to the Graduate Studies Committee, through their Supervisor, for an extension up to 31 March 2009. Applications for extensions must be received by GSC no later than 1 February 2009.

NB: The maximum time allowed for full-time master research students to complete their programme is 52 weeks. 28 February is deemed to be 52 weeks from the commencement of their programme.

After 31 March 2009, students must re-enrol for a further year and they will be awarded a grade of DNC at the end of the first registration period.

Students who are enrolled in a Double Semester (0812) Research Report of 60 credits or a Thesis and who have advised their HOD/HOS at enrolment that they intend to complete their Research Report/Thesis part-time over two years, must apply for Carry Forward of Postgraduate Registration by 31 January 2008. Students who are enrolled in a Single Semester (0801 or 0802) Research Report of 60 credits and who have advised their HOD/HOS at enrolment that they intend to complete their Research Report part-time over two semesters, must apply for Carry Forward of Postgraduate Registration by the date stated on the application form.

NB: It is not possible to complete a 30 credit Research Report part-time over two years. The maximum time allowed for a 30 credit Research Report is 52 weeks. Part-time research applies to Research Reports of 60 credits and Theses (90 and 120 credits).
Semester One Enrolments (0801) or Semester Two/Semester One (0702 + 0801)

These deadlines apply to all students whether or not they are wishing to graduate in the ceremonies in November 2008:

Research Reports and Theses:
Student to submit work to supervisor 17 July
Supervisor to submit grade to GSC 15 August

NB: The maximum time allowed for full-time master research students to complete their programme is 52 weeks. 17 July is deemed to be 52 weeks from the commencement of their programme.

After 17 July, students must re-enrol for a further year and they will be awarded a grade of DNC at the end of the first registration period.

Students who are enrolled in a Semester Two/Semester One (0702 + 0801) Research Report of 60 credits or a Thesis and who have advised their HOD/HOS at enrolment that they intend to complete their Research Report/Thesis part-time over two years, must apply for Carry Forward of Postgraduate Registration by 31 July 2008. Students who are enrolled in a Single Semester (0801) Research Report of 60 credits and who have advised their HOD/HOS at enrolment that they intend to complete their Research Report part-time over two semesters, must apply for Carry Forward of Postgraduate Registration by 31 July 2008.

NB: It is not possible to complete a 30 credit Research Report part-time over two years. The maximum time allowed for a 30 credit Research Report is 52 weeks. Part-time research applies to Research Reports of 60 credits and Theses (90 and 120 credits).

NB: Departments/Schools may have earlier deadlines than those shown above for the purposes of assessment/marking and grading. Students must comply with Department/School deadlines.

NB: Student Allowance - There are no links between the deadlines shown in this section (or those determined by Depts/Schools) for completion of research and the dates relating to Student Allowances paid through Studylink.
Time Limits for Completion of Programmes

The following information outlines regulations regarding time limits that apply to postgraduate qualifications in the College of Business. The regulations for each qualification below are all contained in the College of Business Course Regulations section in the Massey Calendar.

See also Honours/Distinction regulation 7 of the Part I Generic Regulations on p.13.

NOTE: Different programmes have different time limits dependent on whether you are full-time or part-time. Therefore, it is important when you enrol to establish whether you are full-time or part-time.

Bachelor of Business Studies with Honours - BBS (Hons), Bachelor of Applied Economics with Honours - BApplEcon (Hons), Bachelor of Aviation Management with Honours - BAvMan (Hons)
1. Full-time students must complete the requirements within one (1) calendar year of first enrolling.
2. Students may enrol part-time and complete all the requirements for the award of the degree within three (3) years of first enrolling.

Master of Business Studies - MBS
1. There is no time limit for completion where the award is to be made without Honours or Distinction.
2. Full-time students
   To be eligible for Honours, students must complete all requirements within two (2) consecutive calendar years of first enrolling for full-time study.
3. Part-time students
   To be eligible for Honours, students must complete all requirements within five (5) consecutive calendar years of first enrolling for part-time study.
4. Full-time students post BBS(Hons)
   To be eligible for Distinction, students must complete all requirements within one (1) calendar year of first enrolling for the degree.
5. Part-time students post BBS(Hons)
   To be eligible for Distinction, students must complete all requirements within three (3) calendar year of first enrolling for the degree.

Master of Applied Economics - MApplEcon
1. There is no time limit for completion where the award is to be made without Honours or Distinction.
2. Full-time students
   To be eligible for Honours, students must complete all requirements within two (2) calendar year of first enrolling for full time study
3. Part-time students
   To be eligible for Honours, students must complete all requirements within five (5) consecutive calendar years of first enrolling for part time study.
4. **Full-time students post BApplEcon (Hons)**
   To be eligible for Distinction, students must complete all requirements within one (1) calendar year of first enrolling for the degree.

5. **Part-time students post BApplEcon (Hons)**
   To be eligible for Distinction, students must complete all requirements within three (3) calendar year of first enrolling for the degree.

**Master of Business Administration - MBA**

1. **Full-time students**
   To be eligible for Distinction, students must complete all requirements within 15 months of first enrolling for the programme.

2. **Executive (Part-time) students**
   To be eligible for Distinction, students must complete all requirements within two calendar years plus one month (25 months) of first enrolling for the programme.

**Master of Management – MMgt**

**Master of Finance - MFin**

1. There is no time limit for completion where the award is to be made without Distinction.

2. **Full-time students**
   To be eligible for Distinction, students must complete all requirements within one (1) calendar year of first enrolling for full time study

3. **Part-time students**
   To be eligible for Distinction, students must complete all requirements within three (3) consecutive calendar years of first enrolling for part time study.

**Master of Information Systems - MIS**

1. There is no time limit for completion where the award is to be made without Honours or Distinction.

2. **Full-time students**
   To be eligible for Honours, students must complete all requirements within two (2) consecutive calendar years of first enrolling for full-time study.

3. **Part-time students**
   To be eligible for Honours, students must complete all requirements within five (5) consecutive calendar years of first enrolling for part-time study.

4. **Full-time students post BBS(IS) or equivalent, or PGDipBusAdmin(IS) or equivalent.**
   To be eligible for Distinction, students must complete all requirements within one (1) calendar year of first enrolling for the degree.

5. **Part-time students post BBS(IS) or equivalent, or PGDipBusAdmin(IS) or equivalent.**
   To be eligible for Distinction, students must complete all requirements within three (3) calendar year of first enrolling for the degree.

**Master of Aviation - MAv**

1. There is no time limit for completion where the award is to be made without Honours or Distinction.
2. **Full-time students**
   To be eligible for Honours, students must complete all requirements within two (2) consecutive calendar years of first enrolling for full-time study.

3. **Part-time students**
   To be eligible for Honours, students must complete all requirements within five (5) consecutive calendar years of first enrolling for part-time study.

4. **Full-time students post BAv(Hons) or BAvMan(Hons)**
   To be eligible for Distinction, students must complete all requirements within one (1) calendar year of first enrolling for the degree.

5. **Part-time students post BAv(Hons) or BAvMan(Hons)**
   To be eligible for Distinction, students must complete all requirements within three (3) calendar year of first enrolling for the degree.

**Master of Philosophy - MPhil**
The regulations that relate to a particular masters degree in the College of Business apply.

**Postgraduate Diploma in Business and Administration – PGDipBusAdmin,**
**Postgraduate Diploma in Banking - PGDipBank,**
**Postgraduate Diploma of Accountancy - PGDipAcc**
**Postgraduate Diploma in Aviation - PGDipAv**
**Postgraduate Diploma in Health Service Management - PGDipHSM**
**Postgraduate Diploma in Sport Management - PGDipSportMgt**
1. No time limit is given for completion of these qualifications.
2. To be eligible for Distinction students must complete all requirements within one (1) year of first enrolling for full-time study or within three (3) years of first enrolling for part-time study.

**Postgraduate Certificate in Business – PGCertBus**
1. No time limit is given for completion of these qualifications.
2. Those students transferring to a postgraduate diploma and wanting to be eligible for Distinction must complete within the time limit for the specified postgraduate diploma shown above.

For all other qualifications please refer to the Calendar.
Extensions, Suspensions and Other Administrative Procedures

There are various avenues available for students who, due to exceptional circumstances, need to extend the deadline for completion of their postgraduate work. Please consult with your paper coordinator, your research supervisor, or the College Postgraduate Administrator to discuss which is the appropriate procedure for your circumstances. These include the following:

1 Extension for Assessment Components in Taught Papers
   a. If you are unable to complete an assignment or other assessment component by the due date due to unforeseen circumstances, contact your paper coordinator to discuss an extension.
   b. A formal application for extension is not usually required, but you may be asked to provide appropriate evidence (medical certificate, statement from employer, death notice) regarding your circumstances.
   c. If circumstances warrant, it may be possible to arrange an extension beyond the end date of the paper where the paper has no exam. If this occurs, the paper coordinator will award a Not Finalised (NF) grade at the end of semester.

2 Extensions for research work
   a. An extension is appropriate when additional time to complete the research component of a qualification is required due to unforeseen circumstances; circumstances may be personal (illness, accident, bereavement, and so forth) or research-related.
   b. Extensions are normally for a period of one to two months; re-enrolment is normally required but tuition fees are not normally charged.
   c. Longer periods of extension may be approved if justified by the circumstances. If an extension longer than two months is approved, you will also need to apply for Carry Forward of Postgraduate Registration (See 4 below).
   d. Applications must be made before the due date for the research component, and must be accompanied by supporting statements and/or evidence.
   e. Please refer to the College Deadlines section.
   f. Applications should be made on the College form (See Appendix C).

3 Suspensions
   a. A suspension is appropriate when study is prevented for a period of time due to illness, family responsibilities, work commitments, etc
   b. A prospective application is preferred, but retrospective applications are sometimes appropriate.
   c. During the period of suspension, you are not entitled to receive any university services (such as library access), to receive tuition or supervision, or to initiate/continue data collection.
   d. Normally, the maximum period of suspension is one year, but longer periods are possible. Suspensions are available for all postgraduate qualifications in the College of Business.
Applications should be made on the College form – see Appendix D.

4 Carry Forward of Postgraduate Registration
Postgraduate students undertaking research, other than for PhD, may apply to carry forward their registration into the registration period immediately following that in which a full fee was paid, in order to complete the requirements of a thesis, dissertation or project paper, where one of the following conditions applies:

i) Exceptional circumstances arise which prevent a student from completing the requirements of a thesis, dissertation or project paper within a single registration period. To be eligible a student must have been making satisfactory progress prior to making the application.

“Exceptional circumstances” include the following:
- ill health of a significant extent or duration; as verified by a medical certificate or equivalent;
- close family bereavement or other traumatic personal event; as verified by relevant documentary evidence;
- unanticipated problems with conduct of research or with supervision or support which are beyond the control of the candidate.

ii) Where a thesis, dissertation or project paper is being undertaken on a part-time basis and completion within a single registration period is not possible. To be eligible, a part-time classification must be established at the time of registration.

NB It is not possible to have a part-time registration for a 30 credit Research Report.

Applications are subject to payment of an application fee and approval of the Academic Director. No further tuition fees are due for the period to which registration is carried forward.

Application forms are available from Massey Contact:
Phone: 0800 MASSEY
Email: contact@massey.ac.nz
Application form:
http://www.massey.ac.nz/massey/fms//Current%20students/Files/Exams/CFPR.pdf

5 Withdrawals
If you decide to withdraw from a paper, the consequences depend on the date of withdrawal relative to the duration of the paper.

a. If you withdraw before 10% of the tuition period has elapsed, there will be neither academic nor financial penalty. Tuition fees will be refunded, and the paper will not appear on your formal academic record.

b. If you withdraw before 50% of the tuition period has elapsed, there will be no academic penalty but you will remain liable for tuition fees for the paper. The paper will appear as WD on your formal academic record.

c. If you withdraw after 50% of the tuition period has elapsed, there will be an academic penalty and you will remain liable for tuition fees for the paper. The
paper will appear with a failing grade (DNC, D or E) on your formal academic record.

*Please Note:* If you need to withdraw after 50% of the tuition period has elapsed, and your withdrawal is due to exceptional personal circumstances (illness, injury, bereavement, or other traumatic event), then you may be eligible for a partial refund of fees or to carry forward your registration to the next academic year. Phone 0800 MASSEY to request a form for a Fee Appeal.
Class of Honours/Grade Point Average (GPA)

The awarding of a postgraduate qualification with a class of honours, or with distinction, is determined by the Grade Point Average (GPA) that a student achieves.

To check whether your qualification carries the award of Honours or Distinction see p.13.

The procedure for calculating the Grade Point Average is as follows:

a. Each letter grade is assigned a grade point value, on a 0 to 9 scale, with fail grades assigned a point value of 0, and A+ grades a point value of 9.

b. The grade point value is multiplied by the credits value of the paper, to give a weighted grade point value.

c. The weighted grade point values are summed; this summation represents the numerator. The credits values of all papers contributing to the qualification are summed; this summation represents the denominator.

d. The numerator is divided by the denominator to yield the GPA.

e. The class of honours, or distinction, is determined according to the GPA, as follows (see table on next page):

<table>
<thead>
<tr>
<th>GPA</th>
<th>Class of Honours, or Distinction</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.0 or higher</td>
<td>First Class Honours, or Distinction</td>
</tr>
<tr>
<td>between 5.51 and 6.99</td>
<td>Second Class Honours, Division I</td>
</tr>
<tr>
<td>between 4.0 and 5.50</td>
<td>Second Class Honours, Division II</td>
</tr>
<tr>
<td>less than 3.99</td>
<td>Third Class Honours (for Bachelor Honours only)</td>
</tr>
</tbody>
</table>

In the majority of cases, calculation of the GPA is straightforward. When students complete the minimum number of credits for the qualification, and pass all components on the first attempt, the above formula is easily applied.

However, in circumstances where the academic record contains an aegrotat pass, a fail grade, credit from other universities, and/or more than the minimum number of credits for the qualification, additional rules for the calculation of GPA are required.

Aegrotat grades
Where the academic record contains an aegrotat grade(s), it is not counted in the GPA calculation.

Fail grades
Where the academic record contains a fail grade(s), with fail defined as D, E, or DNC, the credits associated with the paper contribute to the denominator of the GPA calculation but not to the numerator.

Credit from other tertiary institutions
Where a student has transferred credit from an incomplete qualification at another institution to a Massey postgraduate qualification, the credits awarded are credited to
the qualification, but the grade(s) obtained at other institutions are not used in the calculation of the GPA.

**Points above minimum requirements**
Where a student passes more than the minimum number of papers required for completion of a qualification, all papers nominated at the time of enrolment as forming part of that qualification shall be used in the calculation of the GPA.

<table>
<thead>
<tr>
<th>Grade</th>
<th>GPA Unit Value of Grade</th>
<th>Class of Honours/Distinction</th>
<th>GPA Cutting Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>9</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; Class Honours/Distinction</td>
<td>≤9.00 ≥ 7.00</td>
</tr>
<tr>
<td>A</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>6</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Class Division I</td>
<td>≤6.99 ≥ 5.51</td>
</tr>
<tr>
<td>B</td>
<td>5</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Class Division II</td>
<td>≤5.50 ≥ 4.00</td>
</tr>
<tr>
<td>B-</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>3</td>
<td>Pass</td>
<td>≤ 3.99</td>
</tr>
<tr>
<td>C</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>0</td>
<td>Fail</td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>0</td>
<td>Fail</td>
<td></td>
</tr>
<tr>
<td>DNC</td>
<td>0</td>
<td>Fail</td>
<td></td>
</tr>
</tbody>
</table>
**Grade Point Average Calculation.**

To calculate GPA, divide the total Weighted Grade Point by the total Paper Credits.

For example:

<table>
<thead>
<tr>
<th>Paper Credits</th>
<th>Grade</th>
<th>Grade Point</th>
<th>Weighted GP (Credits x GP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>152.781</td>
<td>Research Methods</td>
<td>30</td>
<td>A</td>
</tr>
<tr>
<td>152.702</td>
<td>Adv Strat Mgmt</td>
<td>30</td>
<td>B+</td>
</tr>
<tr>
<td>156.715</td>
<td>Internat Mktg</td>
<td>15</td>
<td>C+</td>
</tr>
<tr>
<td>178.770</td>
<td>Econ Growth &amp; Devel</td>
<td>15</td>
<td>B+</td>
</tr>
<tr>
<td>152.785</td>
<td>Research Report</td>
<td>30</td>
<td>A-</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>120</strong></td>
<td></td>
</tr>
</tbody>
</table>

Weighted Grade Point Average = $765 \div 120 = 6.38$

Therefore, according to the table, this student would be eligible for a Second Class Honours, Division One.

An example including a failed paper:

<table>
<thead>
<tr>
<th>Paper Credits</th>
<th>Grade</th>
<th>Grade Point</th>
<th>Weighted GP (Credits x GP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>152.781</td>
<td>Research Methods</td>
<td>30</td>
<td>A</td>
</tr>
<tr>
<td>152.752</td>
<td>Project Management</td>
<td>30</td>
<td>DNC</td>
</tr>
<tr>
<td>152.702</td>
<td>Adv Strat Mgmt</td>
<td>30</td>
<td>B+</td>
</tr>
<tr>
<td>156.715</td>
<td>Internat Mktg</td>
<td>15</td>
<td>C+</td>
</tr>
<tr>
<td>178.770</td>
<td>Econ Growth &amp; Devel</td>
<td>15</td>
<td>B+</td>
</tr>
<tr>
<td>152.785</td>
<td>Research Report</td>
<td>30</td>
<td>A-</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>150</strong></td>
<td></td>
</tr>
</tbody>
</table>

Weighted Grade Point Average = $765 \div 150 = 5.1$

Therefore, according to the table, this student would be eligible for a Second Class Honours, Division Two.
UNIVERSITY GUIDELINES
POLICIES
AND
PROCEDURES
University Grievance Policy and Procedures for Students

1. **Introduction**
   Massey University’s Grievance procedures are for all campuses and cover all modes of delivery of undergraduate and postgraduate programmes and related services. They are designed to ensure students receive a quality education and that relations between staff and students are equitable.

2. **Objective**
   To foster the fair, speedy, and informal resolution of disputes at Massey University, and an academic culture which will prevent such grievances.

3. **Definition**
   A Grievance means any grievance which a student (whether or not that person has any other role within the university) has against the University and/or a staff member because of a claim that he/she has sustained academic disadvantage.

   Such grievances may include but are not confined to:
   - The unfair assessment of course work not governed by University examination regulations.
   - An unfair refusal or failure of the staff member to make him/herself available to assist a student with difficulties regarding his/her course work.
   - Unreasonable delays in the assessment of course work.
   - Inadequate course materials.
   - Inadequate teaching.
   - Deficient performance of associated administrative services.

4. **Jurisdiction**
   The Grievance procedures are distinct from, and may not be used with respect to any questions relating to the following rules, regulations, statutes or procedures of the University including:
   - Cases of hardship – Vice-Chancellor’s Powers.
   - Disciplinary procedures.
   - Harassment procedures.
   - Final examination regulations.
   - Registration regulations.
   - Student fees.

5. **Principles of Application**
   At all times the procedures will be carried out according to the following principles:

   **Protection of Persons**
   When a Grievance is taken to the University Grievance Committee all persons who may be affected shall have their rights protected. Persons who may need protection are:
• The Complainant.
• The Subject(s) of Complaint (Respondents).
• Heads of Departments/Schools/Institutes.
• Pro Vice-Chancellors (or their nominees) of Colleges.
• The University.
• Student representatives.
• Staff representatives.
• The chairperson of the Grievance Committee.

Statutory Protection
The affected persons are entitled to the protection provided by:
• The Official Information Act 1982.
• The Local Government Official Information and Meetings Act 1987.
• The Employment Contracts Act 2000.
• The Human Rights Act 1993.
• The Privacy Act 1993.
• Consumer Guarantees Act 1993
• The Protected Disclosures Act 2000.
• Any other relevant statutes.

Due Dispatch
The rights of all affected persons are enhanced by a prompt investigation and resolution of the Grievance.

Due Process
The procedures will follow the principles of natural justice, namely:
• Notice of any Grievance shall be given to the party/parties as soon as reasonably practicable (subject to consistency with “Time Limits” below).
• Any persons directly adversely affected by a Grievance to be adequately informed of the Grievance arising and be given an opportunity to respond.
• The process for resolving the Grievance will be conducted fairly.
• The avoidance of bias or conflict of interest.

Time Limits
A grievance should be brought to the attention of the University within one year of the occurrence or circumstances to which the grievance refers. Thereafter a grievance may be considered only with the consent of the Assistant Vice-Chancellor (Academic). In deciding whether a grievance will be considered pursuant to Clause 9 of this Policy, the Assistant Vice-Chancellor (Academic) will consider:

a) The seriousness of the alleged grievance;

b) The availability of relevant information including witnesses and documents;

c) The prejudice to any other parties; and

d) Any reasons for the delay in bringing the grievance to the attention of the University
## Procedures

<table>
<thead>
<tr>
<th>Step 1</th>
<th>The student and/or their representative approaches academic staff member concerned. If the approach is in writing the academic staff member should acknowledge the receipt of the complaint within 7 days.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(Mediation preferred forum for resolution.)</strong></td>
<td>University Disputes Advisor for referral to a Mediator agreed on by the Parties</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th>If no resolution, or step 1 is inappropriate, complainant approaches Head of Department/School/Institute or, where the Head is the respondent or there is no settlement of the Grievance, the Pro Vice-Chancellor of the College.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(Mediation preferred forum for resolution.)</strong></td>
<td>University Disputes Advisor</td>
</tr>
</tbody>
</table>

| Step 3 | If no resolution, complainant approaches Assistant Vice-Chancellor (Academic) who will, after consultation with the University Disputes Advisor, convene the University Grievance Committee. |

**Step 4** University Grievance Committee decision which is final and binding.

1. Students, whenever practicable, should in the first instance approach the University staff member concerned about any Grievance.

2. If the Grievance is unresolved with the staff member concerned, the student may approach the relevant Head of Department/School/Institute, or where this is inappropriate, the relevant Pro Vice-Chancellor. It is anticipated that the vast majority of Grievances will be resolved at this stage. The preferred forum for grievance resolution is mediation.

3. In the absence of extraordinary circumstances, the presence of which will be determined (if necessary) by the Assistant Vice-Chancellor (Academic), a complaint relating solely to the grade of a piece of course work will not proceed beyond the relevant Pro Vice-Chancellor.

4. The following may at any time request through the University Disputes Advisor the assistance of a university mediator:  
   (a) Complainant  
   (b) Staff member affected or  
   (c) Head of Department/School/Institute/Section or  
   (d) Relevant Pro Vice-Chancellor (or their nominee)
5. If a Grievance is unresolved at the Pro Vice-Chancellor level, it may be referred to the Assistant Vice-Chancellor (Academic). That step will not be taken unless and until the University Disputes Advisor has established that all reasonable steps to resolve the problem consensually have been attempted and exhausted. The Assistant Vice-Chancellor (Academic) or nominee will then convene the University Grievance Committee.

6. The University Grievance Committee will have the responsibility of enquiring into the subject matter of the grievance and determining the outcome of the complaint. It may:
   (a) conduct that inquiry (including the hearing of the respective cases of the student complainant and the staff member affected) in such manner as, consistent with the principles of natural justice, it thinks fit;
   (b) receive such material relevant to the subject of the inquiry as it thinks fit;
   (c) meet with the parties and any other persons considered able to assist the inquiry.

7. The University Grievance Committee may meet with the parties separately or together. However, any material relevant to the complaint received from one party in the absence of the other must be either:
   a) Disclosed to the other party and an opportunity to comment given, or;
   b) Excluded from consideration.

8. Each party will have the right to have a support person present at any meeting with the University Grievance Committee.

9. The University Grievance Committee may delegate to and authorize its chairperson to carry out such aspects of its investigatory functions as it thinks fit.

10. The University Grievance Committee will, following the inquiry, prepare a report which will be issued to the parties and contain its decision on the complaint.

11. The decision of the University Grievance Committee will be final and binding. There will be no right of further appeal or review.

12. The proceedings of the University Grievance Committee shall be private, confidential and privileged.

13. Any student with a Grievance should try and keep notes of details, including times, dates, places and keep copies of any documentation related to the Grievance.

**Notes to Procedures**

1. Students may in the first instance approach their Student Association representative for support, advice and advocacy. Students may either act alone or be accompanied by a representative through all steps of these Grievance procedures.
2. The complainant should also specify the remedies sought to resolve the submitted Grievance.
   (a) Outcomes arising from the procedures prior to the convening of the University Grievance Committee will be such as the parties may agree consensually.

   These may include but are not confined to:
   • a written or verbal apology
   • opportunity to receive a second opinion on assessed work
   • substitution of a higher mark
   • opportunity to resubmit an assignment
   • initiation of a student feedback mechanism
   • extensions of deadlines for assignment
   • opportunity to resit an examination (subject to University regulations)

   (b) If the Grievance comes for resolution to the University Grievance Committee it may make such decisions and give such directions as it thinks fit.

3. If not resolved at a lower level, the Grievance must be presented in writing to the Assistant Vice-Chancellor (Academic). The documentation provided to the University Grievance Committee should contain the following information:

   (a) The complainant’s full home address, contact phone number and student ID number.

   (b) Where appropriate the title and number of the course, the name of the department/school/institute or the name of the College in which the Grievance concerns.

   (c) The nature of the Grievance including the specific academic disadvantage claimed.

   (d) As many details regarding examples and instances of the Grievance as possible (eg dates, times).

   (e) Any other relevant information.

4. On receipt of the written complaint, the University Grievance Committee shall within 14 days:
   (a) Acknowledge the receipt of the complaint.

   (b) Inform the parties of their right to access a representative or other support person if they have not already done so.

   (c) Provide all relevant written documentation to the staff member(s) concerned for written response.
University Grievance Committee

Membership:
The University Grievance Committee is a committee of Academic Board and shall consist of:

a) an independent chairperson appointed by the Vice-Chancellor in accordance with Note (i) who shall have both a deliberate and casting vote
b) one staff member nominated by the Assistant Vice-Chancellor (Academic)
c) one member nominated by the appropriate student organization.

Note: (i) The independent chairperson shall in any specific case be selected from a panel of not less than 3 persons (who shall not be current students or staff members) of appropriate standing, qualifications, and experience, appointed by the Vice-Chancellor.

Members of this panel shall be appointed annually by the Vice-Chancellor, upon the recommendation of the Assistant Vice-Chancellor (Academic) following consultation. Members shall be eligible for reappointment. The independent chairpersons shall sit in rotation.

(ii) Members of the University Grievance Committee shall operate independently and impartially and not as representatives of those responsible for appointing, nominating or electing them.

Powers
The Committee, subject to compliance with the principles of natural justice, shall:

(a) i. Determine the conduct of its own procedures; and
   ii. Receive such information as it considers relevant to the Grievance.

(b) Receive and investigate Grievances at all Massey University campuses and through all modes of delivery of academic programmes.

(c) Make decisions relating to Grievances.

(d) Report annually to the Vice-Chancellor through Academic Board on the nature of Grievances and policy issues that have risen during the year.
Plagiarism and Dishonesty

Plagiarism

Plagiarism is defined as copying or paraphrasing of another person’s work, whether published or unpublished, without clearly acknowledging it, will be deemed to be dishonest. Any candidate found guilty of plagiarism will be liable to the penalties listed in Regulation 13.

Assessment and Examinations Regulations (Massey University Calendar)

13 Dishonesty in any Assessment or Examination

Dishonest practice in connection with any examination or assessment is considered to be a breach of the Code of Student Conduct and in some cases, the Code of Responsible Research Conduct. The process of resolution of complaints of misconduct varies depending on the seriousness of the allegation and ranges from informal resolution to the involvement of the University Disciplinary Committee. Penalties imposed in cases where the allegation is upheld can be financial or academic, including suspension or exclusion from the University. A detailed account of the processes for resolution of complaints of misconduct, including the procedures for student appeals, is described in the Disciplinary Procedures for Students available from the Massey University Policy Guide at: http://policyguide.massey.ac.nz
APPENDICES
COLLEGE OF BUSINESS

POSTGRADUATE STUDENT RESEARCH FUND (PGRF)

OBJECTIVE
The objective of the fund is to recognise the importance of postgraduate students' research. The Pro VC’s office has a contestable fund available for which internal masters thesis students may apply.

SELECTION CRITERIA
1. The thesis subject and methodology must have the potential to generate at least one major refereed journal article or a chapter in a book; and
2. The research in progress (e.g. a progress report) should be acceptable as a refereed conference paper at a relevant conference in Australasia.

ELIGIBILITY
The student:
• must be enrolled in a 90 or 120 credit thesis;
• must be enrolled (confirmed) in a College of Business masters degree;
• must be an internal student;
• may be enrolled either full-time or part-time.

Academic staff members of the University may not apply.

APPLICATIONS
1. Applications will consist of a completed PGRF application form.
2. Applications will be received by Heads of Departments or Schools up to 31 May for XX12 enrolments and 30 September for XX02/XY01 enrolments.
3. Heads of Departments and Schools will submit applications which meet all of the criteria, and which they support, to the PGRF Committee by 15 June for XX12 enrolments and 15 October for XX02/XY01 enrolments.
4. The Postgraduate Student Research Fund Committee will consider the applications. It may conduct interviews with all or some of the applicants where it is considered necessary.
5. The Committee will make awards to as many or as few applicants that it considers satisfy the award criteria.
6. The grant will be made to the relevant Budget Centre(s), which will administer the funds.
7. Half of the amount awarded will be paid when the decision is made and the other half will be paid upon notification that the thesis output will be published.
(1) Name:

Campus:     Dept/School:

(2) Project Title

(3) Supervisors names:

(4) Has Human Ethics Committee approval been obtained?

N/A  No  Yes  Date Obtained____________

(5) Are you of Maori descent?  Yes  No

If you answered yes, please continue

If NZ Maori, what are your iwi / tribal affiliations?

Will your research contribute to Maori knowledge and development?

Yes  No

If you answered Yes, please explain in section (6)
(6) Thesis Proposal (including Objectives, Research Methodology, Expected Outcomes). No more than 38 lines:
(7) Project Budget *(items to be listed in descending priority order)*

<table>
<thead>
<tr>
<th>Item</th>
<th>PGRF</th>
<th>Dept/ School</th>
<th>Other MURF</th>
<th>e.g.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td></td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Approved</td>
<td></td>
</tr>
</tbody>
</table>

(8) Justification for Budget:
(9) Supervisors’ Supporting Statement:

Signed ____________________    Date ____________

(10) Declaration by Head of Department/School.

    I support this application.
    
    Additional comments if appropriate:

Signed_________________________    Date ____________
Appendix C

College of Business

Request for Extension for Thesis/Research Report

If Research Reports/Theses are not submitted by 28 February, students may apply to the Graduate Studies Committee, through their Supervisor, for an extension up to 31 March. Applications for extensions must be received by GSC no later than 1 February.

NB: The maximum time allowed for full-time master research students to complete their programme is 52 weeks. 28 February is deemed to be 52 weeks from the commencement of their programme. Where students start their research in Semester Two or Semester Three, the 52 weeks is calculated from the start date of the semester of commencement, and the extension is calculated accordingly.

<table>
<thead>
<tr>
<th>Student Name:</th>
<th>ID Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dept/School:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Paper Number:</th>
<th>Semester:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status: Part-time/Full-time (Circle one)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Extension requested to (date) (see Note 2 below): 

Reason(s) for Application:

________________________________________________________________________________________________________________________________________________________

________________________________________________________________________________________________________________________________________________________

________________________________________________________________________________________________________________________________________________________

Supporting documentation: Yes/No (If yes, please attach to this application form)

Signature of Student: ___________________________ Date: __________

Signature of Supervisor: _________________________ Date: __________

Signature of Head of Dept/School: ____________________ Date: __________

Application for Extension to ………………………….…………….Approved/Declined

Signature of Academic Director: ____________________ Date: __________

Revised Completion Dates: With Honours/Distinction _________________________

Without Honours/Distinction _________________________

Note 1: Students will be notified in writing of the outcome of their application to the address given above, with a copy to the Dept/School.

Note 2: If you require an extension past 31 March due to “exceptional circumstances” you must provide supporting documentation and include an estimated completion date.
# College of Business

## Request for Suspension of Study

**Student Name:** ____________________________  **ID Number:** ____________________________  
**Address:** ____________________________________________________________________________  
**Dept/School:** ____________________________  
**Degree:** ____________________________  
**Status:**  *Part-time/Full-time*  *(Circle one)*

**Suspension requested from (date):** ____________________________  **to:** ____________________________  
**Reason(s) for Application:**  
______________________________________________________________________________________  
______________________________________________________________________________________  
______________________________________________________________________________________  

**Supporting documentation:**  *Yes/No* *(If yes, please attach to this application form)*

**Signature of Student:** ____________________________  **Date:** ____________________________  
**Signature of Supervisor:** ____________________________  **Date:** ____________________________  
**Signature of Head of Dept/School:** ____________________________  **Date:** ____________________________

**Application for Suspension from**  
__________________________  **to**  
__________________________  
**Approved/Declined**  
**Signature of Academic Director:** ____________________________  **Date:** ____________________________

**Revised Completion Dates:**  
*With Honours/Distinction*  
__________________________  
*Without Honours/Distinction*  
__________________________

**Note:** Students will be notified in writing of the outcome of their application to the address given above, with a copy to the Dept/School.
Appendix E

College of Business
Final Report on Research Report

This report must be typed

Student Name: ID Number:

Paper number:

Research Title:

Supervisor: Advisor (if involved):

Independent Marker:

OVERVIEW OF SUPERVISION GIVEN:

POSITIVE FEATURES OF THE RESEARCH / REPORT:

NEGATIVE FEATURES OF THE RESEARCH / REPORT:

SUMMARY JUDGEMENT ON THE QUALITY OF THE RESEARCH / REPORT:

Additional pages may be attached.

PROPOSED GRADE:………..

Supervisor (signed):…………………… Independent Marker (signed):……………………

Date: ………………………………………… Date: ………………………………………………..

This report is submitted to your HOD/HOS who adds the signed covering memo and forwards them both to the Postgraduate Administrator for submitting to GSC.
COLLEGE OF BUSINESS
DEPARTMENT/SCHOOL OF

MEMORANDUM TO: Alison Gustafson, Postgraduate Administrator (for GSC)
COPY TO:
FROM:
DATE:
SUBJECT: Research Report Results

Copies of the Examiners’ Reports are attached.

As Chief Examiner of the Department/School I have considered the following Research Report results and recommend that the grades listed below be received by Graduate Studies Committee for approval by College Board. Copies of the Research Reports are available on request to members of Graduate Studies Committee of College of Business Board.

After the grades have been approved, Departments/Schools will send to the University Library, one copy of each Research Report which has been awarded a B+ grade or higher.

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Semester</th>
<th>Paper No</th>
<th>Grade</th>
</tr>
</thead>
</table>

Recommended (HOD/HOS):

Approved (GSC):
Guidelines for the nomination and selection of external examiners for theses:

The nomination and selection of suitable external examiners is integral to the integrity and reputation of Massey University College of Business research degrees. Examiners must be capable of an independent, impartial and fair evaluation of the thesis submitted for examination. It is therefore vital to avoid appointments that might adversely impact the objectivity of the examination process or might be 'seen as doing so'.

The external examiner should have an established reputation as a scholar and must be competent to examine in the thesis topic area. The external examiner must not have been involved in the supervision of the candidate, had a significant advisory role, co-authored any outputs arising from the research, or been involved with the candidate on other research projects during the candidature. Former students and staff of Massey University are typically ineligible to act as external examiners until the expiry of 3 years from their departure from the University. It is desirable that supervisors avoid repeatedly nominating the same external examiner.

The supervisor should:

A. Draw up a list of at least four potential examiners and ask the candidate whether s/he knows of any potential conflict of interest under 1 and 2 below.

B. For the potential examiners, identify any connections with the supervisor and/or candidate (these could be professional, academic or personal) or any other potential conflicts of interest that might compromise, or be seen as potentially compromising, the objectivity of the examination process. Where appropriate explain how the conflict can be mitigated, minimized, avoided, or resolved (on a separate sheet).

C. Select the preferred examiner from the list and complete the Nomination of External Examiner for Thesis form. Attach the list of possible alternative examiners from A above and include brief details of any conflict of interest where it applies.

Examples of potential conflicts of interest (this list provides examples of possible conflicts of interest and is not intended to be exhaustive or prescriptive):

1. Anyone who has recently co-authored or otherwise collaborated with the supervisor or the candidate.

2. Persons with a personal or financial relationship with the student or supervisor.

3. Former students of the supervisor.

4. The supervisor's former supervisor.

Acknowledgement of Sources:

Portions of these guidelines are based on recommendations in the Massey University Handbook for Doctoral Study, Guidelines for the Appointment of Examiners from the University of London, and Guidelines for the Appointment of Thesis Examiners from McGill University.
**COLLEGE OF BUSINESS**

**Nomination of External Examiner for Thesis**

<table>
<thead>
<tr>
<th>Student ID No</th>
<th>Programme</th>
<th>Paper</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chief Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Proposed External Examiner:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position or Title</th>
<th>Postal Address</th>
<th>Phone</th>
<th>Email</th>
<th>Highest (or relevant) qualification</th>
<th>Brief statement on experience relevant to proposed examination role</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Supervisor (certify a or b):**

<table>
<thead>
<tr>
<th>a)</th>
<th>b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. There is no conflict of interest as stated in 1 – 4 in the Guidelines or for any other reason, and</td>
<td>i. There is a conflict of interest (see attachment)</td>
</tr>
<tr>
<td>ii. The nominated examiner has been contacted and has agreed to examine the thesis</td>
<td>ii. The nominated examiner has been contacted and has agreed to examine the thesis</td>
</tr>
</tbody>
</table>

Supervisor (signed):

Date:
HOD/HOS:

i. I certify that there is no conflict of interest or that I am satisfied that the conflict of interest that has been identified and explained will not compromise the examination of this thesis and I recommend the appointment, and

ii. The list of alternative examiners is attached

(signed HOD/HOS): Date:

<table>
<thead>
<tr>
<th>Approved (signed GSC):</th>
<th>Date:</th>
</tr>
</thead>
</table>

61
Examiners' reports for theses should be comprehensive and clear. The Graduate Studies Committee can more readily approve grades if appropriate information is provided in sufficient quantity to justify the recommended grade.

Reports must be typed and include all of the following information:
- Student name and ID
- Paper Number, Name, Credits and Title of Thesis
- Names of Supervisors
- Names and signatures of the Examiners
- Signature of the Head of Department / School

Assess the thesis using all of the following criteria:

1. **Problem identification**
   Isolation of problem areas and development of a research problem (i.e. definition of study area, statement of objectives, boundaries to study, hypothesis etc.)

2. **Understanding of literature**
   Distinction between (a) conceptual/theoretical and (b) empirical developments in the literature.
   Identification of strengths/weaknesses of previous research
   Review of current state of knowledge
   Links with the methodology for study
   Evidence that the literature search is comprehensive
   Links with parent discipline e.g. economics, psychology e.g. organisational behaviour, finance, management science etc.

3. **Methodology**
   Clear statement of methodology used and why
   Development follows a logical/systematic/scientific sequence
   Builds/draws on what has been done before i.e. links with literature review - use of theoretical and empirical studies to set up hypothesis
   Understands strengths and weaknesses of methodology used

4. **Results/conclusions/implications**
   Meeting of objectives, solving of the problem, testing of hypotheses
   Clear conclusions, implications
   Ideas for further research

5. **Importance of the contribution of study to discipline**
   What is new? How does this study add to the "body of knowledge"? etc.

6. **Presentation**
   Is the communication clear and concise?
   Does the thesis meet with all the requirements of the University?
   Does it meet acceptable standards of grammar and style?
   Are sources used adequately referenced?
Embanking of Theses

The University’s current guidelines on embarking are as follows:

- Theses should generally be in the public domain unless there are good grounds for restriction.
- Grounds justifying an embargo and the duration of the embargo should be stated.
- Applications for embargo should be made before copies are submitted so that approval forms can be bound into all volumes.
- There needs to be a body with responsibility for approving requests for embargo, and that the point of approval should be somewhere in the process before copies are received by the Library.
- Holders of copies of theses (eg Library, Departments, Supervisors) should be responsible for observing the embargo.

Grounds for Embargo

Grounds for embargo might be that harm could come about through such things as:

(a) Disclosure of commercially sensitive information (the most likely situation and one typically covered by an Agreement with an external party).

(b) Disclosure of information which is personal or private (may be covered, for example, by undertakings to research participants).

(c) Disclosure of thesis contents before the author of the thesis has had reasonable opportunity to publish all or part of the thesis.

(d) Disclosure of material which has been provided on condition that it not be disclosed.

Authority to Approve Embargoes

Candidates or Supervisors make application for the embargo, stating the reason for the embargo. The application is signed by the Chief Supervisor before being submitted to the Assistant Vice-Chancellor (Research). This application should be processed before the thesis is bound so that the embargo notice can be bound into all copies of the thesis. However, if the process is completed after the thesis is bound, the notice is glued into the front of each copy of the thesis.
MASSEY UNIVERSITY
Application for Approval of Request to Embargo a Thesis
(Pursuant to AC98/168 (Revised 2), Approved by Academic Board 17/02/99)

Name of Candidate..........................................................ID Number:............................
Degree:..........................................................Dept/Institute/School:.................................
Thesis title:.........................................................................................................................

Name of Chief Supervisor:..........................................Telephone Ext:............................

As author of the above named thesis, I request that my thesis be embargoed from public
access until (date) .................................................. for the following reasons:

☐ Thesis contains commercially sensitive information.

☐ Thesis contains information which is personal or private and/or which was given on the
basis that it not be disclosed.

☐ Immediate disclosure of thesis contents would not allow the author a reasonable
opportunity to publish all or part of the thesis.

☐ Other (specify):............................................................

Please explain here why you think this request is justified:

..............................................................................................................................
..............................................................................................................................
..............................................................................................................................
..............................................................................................................................
..............................................................................................................................
..............................................................................................................................

Signed (Candidate):..........................................................Date:..................

Endorsed (Chief Supervisor):..................................................Date:..................

Approved/Not Approved (Representative of VC):..........................Date:..................

Note: Copies of this form, once approved by the representative of the Vice-Chancellor, must
be bound into every copy of the thesis.