

Statutes and Regulations

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Acts of Parliament

Massey University, like all tertiary education institutions in New Zealand, is subject to the provisions of the Education Act 1989 (including amendments). This Act specifies the constitution, functions and duties of the Council and other matters relating to tertiary institutions.

Massey University is constituted by the Massey University Act 1963 and Section 162(1)(a) of the Education Act 1989.

Admission Regulations

1. Enrolment at Massey University requires completion of three processes, admission to the University, admission to a specific qualification, and enrolment for a programme. These processes may be completed either separately or together.
2. Admission may be granted conditionally in the case of students who have not yet met the requirements for entry to University. At the appropriate time prior to the commencement of an enrolment period the University initiates offers of places in programmes in response to Enrolment Applications. For doctoral students after the first Enrolment Application the doctoral students must accept an Offer of Place and receive a Confirmation of Enrolment for successive years.
3. Applicants who intend to enrol for tuition in an imminent enrolment period but who have not previously obtained admission to Massey University should apply for admission and enrolment simultaneously by submitting an Enrolment Application and by accepting any Offer of Place. Enrolment in this case will remain conditional upon admission being finalised.
4. The final dates by which Enrolment Applications must be made are advised under the Enrolment Regulations. Enrolments are regarded as being stabilised four weeks from the commencement of a semester for purposes of reporting to the Ministry of Education.
5. Admission to Massey University does not of itself constitute entitlement to be enrolled for tuition in any particular qualification or enrolment period.
6. Massey University operates a preferential score admission scheme for admission to undergraduate qualifications. Applicants to undergraduate qualifications will be assessed and eligible applicants will be offered a place in a qualification.

Matriculation Regulations

Matriculation

1. Every candidate for an undergraduate degree, diploma or certificate, or for a certificate of proficiency in a paper of any degree shall have matriculated or been admitted with equivalent status.

Academic Qualification for Matriculation

2. Every person shall be academically qualified to matriculate at the University who:
 - (a) is academically qualified for entrance to a university on the basis of the National Certificate of Educational Achievement (NCEA) as promulgated by the New Zealand Qualifications Authority at <http://www.nzqa.govt.nz/>, or
 - (b) has qualified for entrance to a university on the basis of the New Zealand University Entrance, Bursaries and Scholarships Examination prior to 2005, or the University Bursaries Examination prior to 1993, or New Zealand University Entrance (by accrediting or examination) prior to 1986, or
 - (c) has matriculated at any university in New Zealand; or
 - (d) is granted Special Admission, or
 - (e) is granted Discretionary Entrance under the Discretionary Entrance regulations or Provisional Entrance under the regulations applying in 2003, or
 - (f) is a New Zealand Citizen or Permanent Resident and has attained the age of 20 years by the final date for acceptance of late Enrolment Applications for the enrolment period in which study is commenced.

Minimum Age

3. Applicants shall not be eligible to matriculate unless they have attained the age of 16 years by the start of their study.

Responsibilities

4. At the time of acceptance of an Offer of Place, every student shall promise to obey the statutes, regulations and rules of the University, and shall provide evidence of date of birth and citizenship and of eligibility to matriculate.
5. Persons who are eligible to matriculate under these Regulations may matriculate by having their names enrolled on the books of the University as matriculated students. The University Council may decline (under statutory authority) to matriculate a person in special cases.

English Language Competency

1. Both English and Māori are recognised as official languages in New Zealand. Tuition, examination and assessment at Massey University is normally in the English language, although students may be required to write or speak Māori or foreign languages in some papers. Procedures also exist for those students who wish to submit written work or examinations in Māori.
2. It is expected that on entry to Massey University all students will be able to:
 - (a) write grammatically correct English. Students must be able to develop ideas and to express themselves in well-structured, accurate and extended written English. Typically essays or reports of about 1,000 words are expected of first-year students. Even in papers where mathematical and scientific symbols are the main means of expression, the ability to write clear, accurate English is still needed. Most assignments and examinations use essays and reports as the main type of written work.
 - (b) read English actively and with understanding. Students must be able to find relevant information, without special guidance, to follow the structure of a narrative, and to comprehend and analyse a line of argument.
 - (c) listen to and discern key points in English. Students must be able to follow complex and technical discussion in both formal lectures and informal groups.
 - (d) speak freely and clearly in English. Students will be expected to contribute actively to discussion and to present ideas in classes.
3. The University does not accept responsibility for academic failure that is attributable to a student's lack of competence in English. Students whose prior education was not in English are advised to take 192.101 English for Academic Purposes for Speakers of Other Languages in their first year at Massey to improve their preparedness to study at university level.
4. International students – All international students whose first language is not English will be required to provide satisfactory evidence of their proficiency in English, in the form of an academic IELTS or TOEFL score, an equivalent recognised English language test, or other such evidence that is acceptable to Academic Board. The required IELTS and TOEFL scores are as follows:
 - IELTS – Academic IELTS (International English Language Testing System) score of 6.0 for undergraduate programmes with no band less than 5.5, and 6.5 for postgraduate programmes with no band less than 6.0. The Massey University centre for Professional and Continuing Education is a registered IELTS testing centre. Results are usually available two weeks after candidates have sat a test.
 - TOEFL – (Princeton Test of English as a Foreign language) score of 550 paper based test (213 computer based test or 80 internet based test) for undergraduate students and 575 paper based test (232 computer based test or 90 internet based test) for postgraduate students. An additional TWE (Test of Written English) score of 4 (Essay Rating 4.0 or Writing 19 for undergraduate students, 20 for postgraduate students) is required. TOEFL tests listening comprehension, knowledge of grammar, vocabulary and reading comprehension. TWE (Essay Rating or Writing) tests ability to write sustained English prose.



- Some programmes have higher English language entry requirements. Contact the International Office for details.
5. New Zealand school leavers – New Zealand students (including permanent residents) and international students must gain a university entrance qualification, which includes literacy and numeracy requirements, as set out by the NZQA.
 6. Other students whose first language is not English, and who have not gained a New Zealand university entrance qualification, or an overseas entrance qualification in a country where the main language is English, will also be required to provide satisfactory evidence of their proficiency in English in the form of an academic IELTS or TOEFL score or other such evidence that is acceptable to the Academic Board.
 7. English language competency requirements for foundation studies and pre-degree level programmes are available from the International Office.

Discretionary Entrance Regulations

1. A person under the age of 20 years who does not meet the University Entrance standard, but:
 - (a) is a citizen or permanent resident of New Zealand or Australia*;
 - (b) has received secondary schooling to at least New Zealand Year 12 level (or its equivalent overseas) and earned at least 14 credits in an approved subject at Level 2 towards NCEA (or its equivalent); and
 - (c) has met the literacy and numeracy standards required for University Entrance, or their equivalents
 may apply for Discretionary Entrance.

* Australian applicants' most recent year of schooling must have been in New Zealand.

2. Discretionary Entrance is at the discretion of individual universities and requires a high standard of achievement in Year 12. Normally an applicant should, by the end of Year 12, have completed four subjects at Level 2 of the NCEA, each with a minimum of 14 credits and a grade average of at least 60.
3. Discretionary Entrance is granted to a nominated under-graduate qualification.
4. Persons who attempt to qualify for University Entrance in Year 13, but who fail to do so, may be considered for mid-year admission in the year following their NCEA assessment in universities where this is permitted. Admission will be at the discretion of the university concerned.
5. A person studying at a New Zealand secondary school, who is attempting to qualify for entrance to university, may apply for Discretionary Entrance in the same year for the purpose of enrolling in papers offered in a Summer School by a university. Any person admitted under this Regulation who does not, in the following January, meet the University Entrance standard will be required to withdraw from the university and may re-apply for admission at mid-year. Students required to withdraw may complete their Summer School programme before doing so, but any papers passed will not be credited to a qualification until a University Entrance qualification is gained.

Admission with Equivalent Status Regulations (Admission Ad Eundem Statum)

1. Subject to the provisions of the Education Act 1989 and to the provisions of these Regulations, the Council may admit any person with equivalent status to candidature in any degree or other academic qualification or part thereof. Admission with equivalent status (AES) means 'admission granted to a applicants with the status of the holder of the required qualification'. AES admission is usually programme-specific and may have conditions attached.
2. An applicant for Admission with Equivalent Status shall lodge an Enrolment Application by the published due dates in order for applications to be fully considered and processed

Admission at Entrance Level

3. Council may grant admission to an undergraduate degree, diploma or certificate, or for a certificate of proficiency in a paper of any degree, with status equivalent to that of a person academically qualified for entrance to a university in New Zealand on the basis of study at a secondary or tertiary institution in New Zealand or overseas. In the case of holders of overseas diplomas or certificates, applications shall be considered on the basis of academic work completed and not on qualifications obtained. Credit may be awarded for tertiary study on the basis of the Recognition of Formal and Informal Prior Learning regulations.

Admission with Graduate Status

4. Admission with Graduate Status for Postgraduate Qualifications

Council may grant admission to the status of the holder of a degree with the right to proceed to a specific higher diploma or higher degree with or without Honours, provided that the applicant complies with any prerequisite prescribed or required by Council for such degree or diploma. The University will only consider applications for admission with equivalent status to postgraduate qualifications on the basis of completed academic work that is equivalent, or substantially corresponds to coursework in this University.

5. Admission with Graduate Status for Graduate Qualifications

Council may grant admission to the status of the holder of a degree with the right to proceed to a specific graduate diploma or certificate, to an applicant who demonstrates practical, professional or scholarly experience of an appropriate kind and equivalent to that of a graduate. The applicant may be required to comply with any prerequisite prescribed for such diploma or certificate, or for any specific paper.

Special Admission Regulations

In exceptional cases, a New Zealand Citizen or Permanent Resident who does not hold a university entrance qualification and who does not qualify under Matriculation Regulation 2 (f) may apply for special permission to enter the university. In assessing whether to grant Special Admission in a particular case, the Assistant Vice-Chancellor – Academic and International, under delegated authority from the Academic Board, will consider:

- (a) whether the applicant has met a standard equivalent to that required under the Matriculation regulations, and
- (b) evidence of the applicant's preparedness for university study.

Personal Interest Regulations

1. Applicants who have already been awarded a recognised qualification, or part thereof, but who do not wish to enrol for another qualification, may be considered for enrolment under the Personal Interest Regulations.
2. The fees for students admitted under Personal Interest regulation 1 shall be as prescribed on the Massey University Website, www.massey.ac.nz.

Enrolment Regulations

1. Every applicant must complete enrolment formalities which include submission of an Enrolment Application, written acceptance of an Offer of Place [unless waived in writing by the University] and receipt of a Confirmation of Enrolment. Applicants who wish to study full-time ought to apply to enrol for 120 credits of study at the beginning of each year. Massey University has an online system for enrolment. A paper based enrolment system will be used which comprises the same steps as the online system when the online system is inoperative for any reason or in other special circumstances as permitted by the Assistant Vice-Chancellor and Registrar.



Due Date for Enrolment Applications

2. Generally, all applicants are expected to submit their Enrolment Applications so that they are received by the University on or before the due date. For most students the due dates for 2012 are:

For Papers In	New Applicants	Returning Students
Semester One/ Double Semester	Wednesday 7 December 2011	Wednesday 18 January 2012 (domestic students) Wednesday 15 February 2012 (international students)
Semester Two	Tuesday 1 May 2012 (International Students) Wednesday 27 June 2012 (Domestic Students)	Wednesday 4 July 2012
Summer School	Wednesday 31 October 2012	Wednesday 7 November 2012

Some qualifications require applicants to apply in advance of the standard due dates for selection and some papers do not follow standard semester dates. The relevant enrolment dates for these qualifications and/or papers are available from enrolment material on the University website or by contacting the University.

Doctoral candidates shall submit their Enrolment Applications within three weeks of the commencement date specified by the Doctoral Research Committee. Candidates will need to enrol for each successive year by accepting an Offer of Place and receiving a Confirmation of Enrolment. Details of fees will be available each year before enrolment is completed.

Final Dates

3. Addition or Substitution of Paper(s)

Enrolled students may, at the University’s discretion, be permitted to add or substitute papers. If students also wish to apply for admission to a graduate or postgraduate level qualification they must apply by the dates given in Enrolment Regulation 2 or, for Doctoral students, by the dates in the Handbook for Doctoral Study.

Except where stated otherwise in programme material, any applications for adding or substituting papers must be received by the University no later than the dates below, which are the first Friday of the semester for internal papers, or Wednesday prior to semester start for distance (extramural) and block papers.

For information about withdrawal from papers see Enrolment Regulations 12–13.

Dates for applying to add or substitute papers in 2012 are:

For Papers in	Adding a Paper in Distance (extramural) or Block Mode	Adding a Paper in Internal Mode
Semester One / Double Semester	Wednesday 22 February 2012	Friday 2 March 2012
Semester Two	Wednesday 11 July 2012	Friday 20 July 2012
Summer School	Wednesday 14 November 2012	Friday 23 November 2012

Note: Some papers do not follow standard semester dates and students seeking to add papers should refer to programme material, the University website or contact the University for due dates.

Limitation of Student Numbers

4. The University Council (by its delegate) may limit the number of students enrolled in any programme each year because of insufficiency of staff, accommodation or equipment. Accordingly, where the number of applicants for the programme exceeds the number of places available, then Massey University will select from the applicants those students who may be enrolled in the programme each year.

Late Enrolment

5. When the number of applicants exceeds the places available, applications received on or before the due date will be given priority

over those received after the due date but before selection decisions are made.

Where Enrolment Applications are received after the due date, the University may, at its discretion, after a Late Enrolment Appeal process, consider approving a late enrolment. This will normally be no later than four weeks after Enrolment Applications are due and usually before selection decisions are made (if any).

Applicants may only submit a Late Enrolment Appeal when the Enrolment Application is received after the relevant due date, and where applicants have experienced exceptional personal circumstances or believe that refusal of enrolment will cause undue hardship or in other circumstances at the discretion of the University. Where relevant, the Late Enrolment Appeal application must be supported by evidence of the circumstances involved. When a Late Enrolment Appeal is made for a programme where numbers are limited, all applicants that were not selected are considered with the late application.

Even where exceptional circumstances exist, or refusal of enrolment will cause undue hardship, late enrolments will not be approved if, in the Assistant Vice-Chancellor and Registrar’s view, they cannot be resourced adequately or in a timely manner.

Completion of Enrolment

6. The University assesses the Enrolment Application in relation to its regulations, capacity to provide tuition and its other requirements. The University may approve only those parts of the application that can be assessed as complying with course regulations and otherwise meeting its requirements. Applications for enrolment normally proceed directly to an Offer of Place unless withdrawn by the applicants in writing or unless the approvals required from the University are not obtained.

Each applicant will be informed of the outcome of his or her Enrolment Application by either a written Offer of Place or, when the applicant does not meet University requirements, a response in writing. The Offer of Place will advise applicants of the programme(s) (qualification(s) and paper(s) (if any)) that they may study, the terms of their agreement with Massey University and provide instructions on how to respond. Applicants are required to submit to the University acceptance of the Offer of Place, and the University must receive it, by the due dates specified in the Offer of Place in the manner required, unless this requirement is waived or varied by written notice by the University. On accepting the Offer of Place, students agree to pay the tuition fees and non-tuition fees and agree to the terms of their enrolment.

The Offer of Place may be subject to conditions which conditions are inserted for the sole benefit of the University and may be waived by the University by written notice. When the University receives the acceptance of the Offer of Place, the University and the student have a contractual relationship. When the Offer of Place is subject to conditions those conditions must be satisfied or waived by the University, by written notice, or the contract is at an end. In some cases, after acceptance of the Offer of Place, students are required to select papers for their programme(s). Even when that selection is made the University may not permit the student to study the paper(s) selected but the University may require the student to select paper(s) that they can study.

A Confirmation of Enrolment is issued by the University to the student when the Offer of Place is unconditional or when there are no conditions to be satisfied. Within a short defined period following the acceptance of the Offer of Place by the student, the student may propose changes to the programme (eg. by adding or substituting papers). If the University agrees to the changes proposed by the student, any such changes are recorded. When a Confirmation of Enrolment has already been issued a new Confirmation of Enrolment is issued comprising a new enrolment agreement for the programme(s) listed on the Confirmation of Enrolment but otherwise on the terms and conditions already agreed. When a Confirmation of Enrolment has not already been issued, and if the University agrees, then a Confirmation of Enrolment will be issued comprising an enrolment agreement for the programme(s) listed on the Confirmation of Enrolment but otherwise on the terms and conditions already agreed.

The dates for Students to add or substitute papers are given in Enrolment Regulation 3. The dates and manner for students to withdraw from papers are given in Enrolment Regulations 12-13. When a student has received a Confirmation of Enrolment but then does not pay tuition



fees or non-tuition fees, or does not meet the requisites for one or more papers, the University may, in writing, cancel that student's enrolment in a paper or programme at the University. Cancellation of enrolment means the person is still liable to pay the University tuition fees and non-tuition fees unless cancellation is during the period students are eligible for a tuition fees refund. If the University cancels a person's enrolment in all papers in an academic year, during the period students are eligible for a tuition fees refund, a withdrawal fee is payable.

Mixed Delivery Modes

7. Applicants may apply to be enrolled simultaneously in papers offered in different delivery modes. Such applications are subject to the usual provisions of the General Regulations governing Matriculation, Enrolment and Examinations.
8. In exceptional circumstances applicants may apply to be enrolled in the internal mode while not attending regularly scheduled classes on campus. All such applications are subject to approval of Academic Board (through the Pro Vice-Chancellor of the relevant College). In giving approval, the Pro Vice-Chancellor shall ascertain that appropriate arrangements have been made for tuition or supervision and for the provision of services required to enable the applicant to undertake the study with a reasonable likelihood of success. Except as set out in this Regulation, students must abide by the conditions applying to the particular mode in which each paper is offered.

Concurrent Programmes

9. Students normally enrol for a single programme of study. With the approval of Academic Board (through the Pro Vice-Chancellor of the relevant College), it is possible to enrol concurrently in papers for credit to a second programme of study.

Concurrent Enrolment

10. Students who wish to be concurrently enrolled at Massey University and another New Zealand University must obtain prior approval of both institutions. Applications must be made in writing to the Pro Vice-Chancellor's office of the relevant College as well as the other institution.

Normally enrolment is for credit to a Massey University qualification. Students intending to complete a qualification from another New Zealand tertiary institution may apply to be enrolled in papers taught extramurally at Massey University for credit to the other institution's qualification.

Permission to credit specific papers to the qualification must be obtained from the institution offering the qualification. This permission can be sought at any time prior to enrolment. Enrolment by Massey University does not imply that papers will be credited by another institution to its qualifications.

Approval

11. The personal programme of every applicant shall require the approval of the Council of the University or its delegate. This is exercised as part of the administrative procedures at enrolment. Approval will normally be granted for courses that are in accordance with the programme regulations. Students' progress to completion will be assessed under the current year of regulations unless a transition pathway for the student is defined. For general provisions affecting their programme, students are referred to the General Regulations governing Matriculation, Enrolment and Examinations.

Students who propose to change from one programme to another ought to contact the University to determine which of the papers they have passed may be credited to the new programme before they submit Enrolment Applications. Student Allowances do not automatically transfer from one programme to another and students applying for loans and/or allowances should contact StudyLink to check their eligibility for assistance.

Enrolment in a programme at Massey University requires:

- (a) approval of admission to the qualification by the Council of the University (or its delegate) (this includes applicants not being of bad character, no misconduct, or breach of discipline and sufficient progress in study);

- (b) assurance from the relevant academic unit that the financial, human and physical resources relevant to the proposed programme are available; and
- (c) enrolment in papers that meet the academic requirements of the qualification.

Withdrawal

12. Withdrawals may only be notified by students using the online enrolment facility (MyEnrolment) accessible from the University website or, as an exception, by written notification of withdrawal. Doctoral students must advise the Graduate Research School of their intention to withdraw on the appropriate form. The date of withdrawal is deemed to be the date on which the notice of withdrawal is received by the University. All extramural students are required to return their study materials to the University.
13. When the University receives written notification of withdrawal from paper(s), comprising part but not all of a student's programme(s) for the year, before 10 percent of the study period has elapsed for the papers concerned (as defined by the paper start and end dates), the student will be eligible to receive a refund of tuition fees paid for the papers concerned and no academic penalty shall apply. Students will not receive a refund of non-tuition fees paid, and are still required to pay non-tuition fees, but non-tuition fees may be reduced subject to the number of credits remaining in the student's programme.

When the University receives written notification of withdrawal from paper(s), comprising all of a student's programme(s) for the year, before 10 percent of the study period has elapsed for all paper(s) (measured from paper start date), the student will be eligible to receive a refund of tuition fees and non-tuition fees paid and no academic penalty shall apply. A withdrawal fee is still payable and will be deducted from any refund.

When the University receives written notification of withdrawal from a paper(s) after 10 percent of the study period has elapsed but before 75 percent of the study period has elapsed for the paper(s) concerned (as defined by the paper start and end dates) the student shall be withdrawn without academic penalty but will remain liable to pay all University prescribed fees and will not be entitled to a refund.

When the University receives written notification of withdrawal from a paper(s) after 75 percent of the study period has elapsed for the paper(s) concerned (as defined by the paper start and end dates) the student shall be withdrawn with academic penalty and remain liable to pay all University prescribed fees and will not be entitled to a refund.

Students who do not attend a paper, where they have accepted an Offer of Place and where they have received a Confirmation of Enrolment, will be liable to pay all fees prescribed by the University and are not entitled to any tuition fee refund for that paper unless the correct withdrawal procedures are followed and unless the University receives notice of withdrawal before 10 percent of the study period has elapsed (as defined by the paper start and end dates).

14. Withdrawal after 75 percent of the study period is termed 'withdrawal with academic failure'. The academic record will therefore show DNC (Did Not Complete). Repeated DNC or academic failure in the same paper may result in the University refusing to enrol that person in the paper again. Refusal is notified to the student concerned in writing. Unless specifically notified of exclusion from the University, students remain eligible to apply to re-enrol in the future.

Fee Appeals

15. The University recognises that exceptional personal circumstances may arise that make it impossible for a student to continue with his or her study. Where such circumstances arise after the date by which students may withdraw from study with a refund, the University may, at its sole discretion, consider alternative arrangements.

Whether a refund or partial refund is granted is determined by the University following the Fee Appeal process. Students are eligible to submit a Fee Appeal who have experienced exceptional personal circumstances, and have already withdrawn from the paper(s) in question. Where relevant, the Fee Appeal application must be supported by documented evidence of the exceptional circumstances.

16. The University may, at its discretion, defer a student's study in a paper(s) from one period to another.



Carry Forward of Postgraduate Enrolment

17. (a) Postgraduate students undertaking research (other than for Doctoral degrees), may apply to carry forward their enrolment into the enrolment period immediately following the enrolment period where the student paid tuition fees in order to complete the requirements of a thesis, dissertation or project paper, where one of the following conditions applies:
- (i) Exceptional circumstances arise that prevent a student from completing the requirements of a thesis, dissertation or project paper within a single enrolment period.
 - (ii) Where a thesis, dissertation or project paper is being undertaken on a part-time basis and completion within a single enrolment period is not possible. Students may only apply when a part-time classification is established at enrolment.
- (b) Applications are subject to approval by the Pro Vice-Chancellor. No further tuition fees are due for the enrolment period in which Postgraduate Enrolment is carried forward. An application fee is payable at the time that the application is made.
- (c) ‘Exceptional Circumstances’ for Carry Forward of Postgraduate Enrolment
- This procedure enables Pro Vice-Chancellors to roll forward the enrolment provided that:
- (i) the Pro Vice-Chancellor is satisfied the student has been making satisfactory progress, and
 - (ii) ‘exceptional circumstances’ have prevented the thesis, dissertation or project from being completed within the relevant enrolment period.
- ‘Exceptional circumstances’ include any one of the following:
- (i) Ill health of a significant extent or duration verified by a medical certificate.
 - (ii) Close family bereavement or other traumatic personal event as verified by relevant documentary evidence.
 - (iii) Unanticipated problems with the conduct of research or with supervision or support which are beyond the control of the candidate.

Enrolment of School Students

18. Notwithstanding Regulation 1 of the Matriculation Regulations, the University may grant students who are enrolled for full-time instruction in a secondary school permission to enrol in a paper or papers up to a maximum of 30 credits in an academic year, of which not more than 22.5 may be taken in a single semester. Students allowed to enrol in papers under this regulation must matriculate before they are formally admitted to a university. When they have matriculated they may apply to credit to a qualification papers passed under this regulation.

Enrolment of International Students

19. Massey University has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>.
20. International students must have appropriate and current medical and travel insurance while studying in New Zealand.

Persons Resident Outside New Zealand Enrolling for Distance (Extramural) Study

21. (a) New Zealand citizens residing outside New Zealand who enrol in a programme leading to an award of a qualification are entitled to pay domestic fees unless:
- (i) they enrol at Massey University overseas campus; or
 - (ii) receive tuition primarily at an overseas site; or
 - (iii) are enrolled with an overseas provider.
- (b) New Zealand permanent residents and Australian citizens living outside New Zealand who are enrolled for tuition must pay fees at the rate for international students. A residency visa enables a person to be classified as a domestic student only while living in New Zealand. Obtaining a Returning Resident’s Visa prior to leaving New Zealand entitles a person only to re-enter New Zealand and to be granted a Residence Visa on arrival; it does not influence the person’s status while outside New Zealand. Therefore, for

entitlement and fees payment purposes, the person’s status remains as an international student.

22. Distance (extramural) enrolment may be permitted for applicants living outside New Zealand who are not New Zealand citizens. The process for setting tuition fees due for such enrolments are the same as for other international full fee-paying students studying at Massey University. Enrolment in international off-shore distance (extramural) programmes may be subject to special terms and conditions as determined and approved by Academic Board. Particular programmes of study and papers may have a residential requirement which has a face-to-face dimension. Approval of offshore distance (extramural) education initiatives are subject to the requirements of the University’s Policy Relating to the International Delivery of Qualifications.

Note: Enrolment by distance (extramural) education will not normally be approved for citizens of the People’s Republic of China in order to ensure degree recognition. Any exception requires approval by the Pro Vice-Chancellor (or nominee) of the College responsible for the student’s programme of study.

International Students Resident in New Zealand Enrolling for Distance (Extramural) Study

23. Distance (extramural) enrolment may be permitted for students residing in New Zealand who are not citizens or permanent residents of New Zealand. Such students will be required to hold a Study Visa and will pay international student fees.

Note: Enrolment by distance (extramural) education will not normally be approved for citizens of the People’s Republic of China in order to ensure degree recognition. Any exception requires approval by the Pro Vice-Chancellor (or delegate) of the College responsible for the programme.

Maximum Student Workload

24. (a) The maximum credits students may take in Semester One, Semester Two and the Double Semester shall not exceed 150 credits. Students shall not enrol in more than 75 credits per semester.
- (b) Credits for double semester papers are assigned in equal parts per semester.
- (c) Applicants shall not enrol in the same year for more than two distinct courses for degrees and diplomas.
- (d) The maximum credits students may take in Summer School shall not exceed 60 credits.

Certificate of Proficiency Regulations

1. An applicant who intends to register for tuition without fulfilling the requirements of a full programme leading to a Massey University qualification may be permitted to enrol for no more than 30 credits per year on a Certificate of Proficiency basis. Except as permitted by the Enrolment of School Students regulation, applicants are required to satisfy Regulation 1 of the Matriculation Regulations.
2. Applicants for a Certificate of Proficiency shall pay fees, complete compulsory requirements and give notice of their intention to enter for examinations, where appropriate, as if they were proceeding to a degree, diploma or certificate. The Registration and Examination Regulations shall apply to such candidates.

Approval of Course

3. The personal course of study of every applicant for a Certificate of Proficiency shall require the approval of the Academic Board. Normally approval is exercised as part of the enrolment process.

Status of Certificate of Proficiency Pass

4. A student who has passed in a paper for a Certificate of Proficiency may at a later date have the paper credited towards a degree or diploma provided that the necessary conditions for the paper as a part of the degree or diploma were fulfilled at the time when the paper was passed for a Certificate of Proficiency.

Aligned Resource Management

In keeping with principles of sound management, Massey University wishes to ensure that it can adequately resource the programmes of study it offers. Accordingly, the University reserves the right under Section 224(5) of the



Education Act (1989) to control the number of enrolments it will accept in any programme.

The number of places to be funded in any programme and the criteria for student selection will be available on application from the Student Management office prior to each enrolment period. Every endeavour will be made to meet the academic needs of students where this does not prejudice the proper presentation or the academic standing of a programme.

Recognition of Formal and Informal Prior Learning

Massey University recognises prior learning achieved within both formal and informal settings. Credit is awarded for completed tertiary qualifications, for incomplete tertiary qualifications, and for informal learning, as detailed below.

Types of Massey University Credit That May Be Awarded

1. Credit will be awarded at an appropriate level for the content of the qualifying paper. Credit may be:
 - (a) For a specified Massey University paper, identified by paper number.
 - (b) In a specified subject at a specified level, but not specifying a paper number. The credits may count towards majoring or minoring requirements (specialisation credits), where relevant. They may be designated as part of a particular qualification schedule (qualification credits) or, if not, simply count towards the qualification (elective credits).
 - (c) Specified by level, but not by subject (elective credits). Elective credits count towards the qualification, but not to any major or minor and they may not be designated as part of a particular qualification schedule.
 - (d) Under the provisions of Clause 18, for specified assessment(s) towards a specified Massey University paper.

Minimum Credits to be Completed Through Massey University

2. A student shall be required to complete at least the following through Massey University to be awarded a Massey University qualification:
 - (a) For a 360 credit undergraduate degree, at least 105 credits.
 - (i) At least 60 300-level credits in the degree, including the 300-level credits required for a major subject(s),
 - (ii) Where a minor subject(s) is required or permitted within the degree, at least 30 credits in the minor subject including at least 15 300-level credits, unless otherwise specified in the degree regulations.
 - (b) For a 480 credit undergraduate degree, 120 credits at the highest level in the degree, including all 400-level credits.
 - (c) For a postgraduate or graduate qualification, three-quarters of the credits required.
 - (d) For a sub-degree or degree-level diploma or certificate, half of the credits required.
3. A student who earned transfer credit to an undergraduate degree while on an official Massey University Student Exchange programme shall be required to complete at least the following through Massey University to be awarded a Massey University qualification. The remaining credits specified by Regulation 2(a) or 2(b) may be completed through the Exchange partner.
 - (a) For a 360 credit undergraduate degree, normally 105 credits including 30 300-level credits, which must be part of the majoring requirements unless a major is not required by the degree Regulations.
 - (b) For a 480 credit undergraduate degree, at least 60 credits from the fourth year of the degree.

Cross-credits

4. The term 'cross-credit' refers to credit granted on the basis of a completed qualification at Massey University or another approved tertiary institution. Cross-crediting also applies where a student

completes the courses of study for two qualifications at the same time and wishes to credit one or more papers to both qualifications. Except as provided by these Cross-credit Regulations, a student shall receive credit only once for each paper and shall not credit to separate degrees two papers with substantially the same content.

5. Credit shall not be granted for the same paper in more than two courses of study.
6. Unless otherwise specified in the Regulations for a particular qualification, students may cross-credit 100- or 200-level papers that are common to both courses up to the following maximum values:
 - (a) Where one course is a 60-credit undergraduate certificate and the other is a 120-credit or greater undergraduate qualification, 15 credits, which shall normally be at 100-level.
 - (b) Where one course is a 120 credit undergraduate qualification and the other is a 360 credit or greater undergraduate degree, 45 credits, which shall normally be at 100-level.
 - (c) Where one course is a 240 credit undergraduate diploma and the other is a 360 credit or greater undergraduate degree, 75 credits, which shall normally be at 100-level.
 - (d) Where both courses are 360 credit undergraduate degrees, 120 credits at 100-level or 200-level, of which a maximum of 45 shall normally be at 200-level.
 - (e) Where one course is a 360 credit undergraduate degree and the other is a Massey University 480 or 600 credit undergraduate degree, 180 credits at 100-level or 200-level, of which a maximum of 90 shall normally be at 200-level.
7. No paper at 300-level or above shall be cross-credited to another qualification.
8. Papers may not be cross-credited to or from a postgraduate diploma, postgraduate certificate, graduate diploma or a graduate certificate unless specifically stated otherwise in the Regulations for that diploma or certificate.
9. Where, because of these Regulations, students are unable to cross-credit a paper that is compulsory in the second programme, they may substitute such other paper as the Academic Board may approve.
10. The maximum number of credits that can be cross-credited from completed qualifications is 120, irrespective of the number of qualifications completed, unless Regulation 6(e) above applies or a higher maximum is specified in the Regulations for the destination qualification.

Transfer of Credit

11. Credit may be transferred from an incomplete qualification, at Massey University or another approved tertiary institution. Application for transfer of credit is a statement from the student that they do not intend to complete the original qualification at a later date.
12. Students may be assessed under the Transfer of Credit Regulations, rather than the Cross-credit Regulations, if they have been awarded a Massey University certificate or diploma, or a Wellington Polytechnic equivalent, and they surrender the certificate or diploma.
13. The Massey credit value for papers passed at other New Zealand institutions will be obtained by multiplying the Equivalent Full-Time Student (EFTS) value of the papers by 120.
14. Transfer credit will be awarded up to the maximum compatible with the requirements of the destination qualification, except as specified by Regulation 2 above for transfers from other institutions.

Informal Learning

15. (a) Credit for informal learning acknowledges relevant and appropriate skills and knowledge obtained through training, work experience and life experience.
- (b) The principles by which these relevant and appropriate skills and knowledge may be given credit include:
 - (i) credit should be awarded for learning, and not solely for experience itself



- (ii) credit should be awarded only for learning that is at the level of the qualification towards which credit is requested
- (iii) credit should be awarded only for learning that has a balance, appropriate to the subject, between theory and practical application
- (iv) credit should be appropriate to the academic context in which it is accepted
- (v) credit can only be awarded for specified papers (that is regulation 1(b) and 1(c) do not apply to credit for informal learning).

16. Applications for credit for informal learning will be rigorously assessed using normal university procedures, for example:

- (a) assessment of a portfolio of supporting materials,
- (b) use of a challenge examination.

Students who are granted credit under this regulation will have had to demonstrate their capability at the same level as students who enrol in and pass the specified paper.

Notice of intention to submit a portfolio or to be examined must be given before the end of the first year of enrolment at Massey University.

17. The maximum credit towards an undergraduate degree from informal learning is 120 credits at 100- or 200-level. The maximum credit towards a sub-degree or degree-level certificate or diploma from informal learning is one-third of the credits required for the qualification. No credit from informal learning towards a graduate or post-graduate qualification is permitted.

Professional Development through Massey University

18. Credit for Massey University quality assured and delivered professional development courses may be awarded towards a specified paper or paper assessment, subject to prior College Board approval of the credit arrangements.

19. Students may be awarded credit to the following maximum values, unless this is precluded or a lower limit is specified under the Part II regulations for a qualification:

- (a) for a sub-degree certificate or diploma, one-half of the credits required for the qualification;
- (b) for an undergraduate certificate, diploma or degree, one-half of the credits required for the qualification, up to a maximum of 120 credits;
- (c) for a graduate certificate or graduate diploma, one-quarter of the credits required for the qualification, up to a maximum of 30 credits;
- (d) for a post-graduate certificate or post-graduate diploma, one-quarter of the credits required for the qualification, up to a maximum of 30 credits;
- (e) for a masters degree, one-quarter of the credits required for the qualification, up to a maximum of 60 credits.

General Regulations for Undergraduate Degrees, Undergraduate Diplomas, Undergraduate Certificates, Graduate Diplomas and Graduate Certificates.

These General Regulations are to be read in conjunction with all other Statutes and Regulations of the University and the Qualification Regulations specific to each Undergraduate Degree, Diploma and Certificate, Graduate Diploma and Graduate Certificate offered by the University.

Admission

1. Students must satisfy the admission requirements of the University and the programme in which they wish to enrol.

Academic Requirements

- 2. An undergraduate or graduate qualification will consist of a number of credits accumulated from papers, as specified in the Qualification Regulations.
- 3. Every course of study will comply with any specified prerequisites, co-requisites and restrictions requirements. This applies to papers specific

to that qualification or, where allowed within the relevant regulations, to approved papers able to be selected from other qualifications or subjects.

- 4. Students may be credited with restricted passes. A student with a restricted pass in any paper may subsequently enrol in the same paper in order to attempt to improve the grade of pass. However, the paper can be credited only once. The maximum credits able to be credited from restricted passes are 60 for a 480 credit degree; 45 for a 360 credit degree; 30 for a 240 credit diploma and 15 for a 120 credit certificate or diploma; No R passes are permitted in a 60 credit certificate. A restricted pass will not qualify as a pass for prerequisite purposes.

Specialisations

- 5. Qualifications for which specialisations, such as majors, minors, subjects or endorsements, are listed may have these specified at the time of course approval by the Academic Board. With the exception of minors, the degree, diploma, or certificate completed by the student will state the specialisation.

Student progression

- 6. Students may not normally enrol for any 200-level paper unless they have passed at least one 100-level paper, nor enrol for any 300-level paper unless they have passed at least one 200-level paper.
- 7. Students who wish to take a paper for which they do not have the prerequisite(s) may make a case for admission to the relevant Head of School or Programme Director concerned.

Maximum Time to Completion

- 8. Unless otherwise specified in the Qualification Regulations there will be 8 year maximum time for completion of any one Massey University undergraduate or graduate qualification.
- 9. Students who have been inactive for a period of 3 consecutive years will be deemed to have abandoned their qualification. Abandonment releases the University from its obligation to ensure a qualification can be completed. Students may be permitted to re-enrol in a subsequent current qualification should they meet the entry requirements; credits previously achieved will be assessed and applied in accordance with current regulations.

Variations and Personal Course Approvals

- 10. In exceptional circumstances, the Academic Board may, in such cases as it thinks fit, approve a personal programme of study which does not conform with the Regulations for that degree, diploma or certificate while still conforming to the academic standards of the qualification.

The following rules will apply:

- (a) There must be evidence of exceptional circumstances and/or hardship to the student.
- (b) Variations will receive appropriate academic authorisation under delegation from Academic Board and be formally documented.
- (c) The variation will be recorded on the student’s academic record.
- (d) Personal course approvals will not normally permit a reduction in the total amount of credit required to complete a qualification.
- (e) The extent of variation cannot jeopardise the integrity of the qualification. To this end there will be a limit on the extent to which a qualification can be varied. The maximum amount of credit varied will relate to the size of the qualification as follows:

120 credit qualification	15 credits
240 credit qualification	30 credits
360 credit qualification	45 credits
480 credit qualification	60 credits

- (f) Variations will not normally be permitted in 60 credit qualifications
- (g) Except where the special circumstances apply to a cohort of students (for example when transitioning students as a result of programme closure or paper unavailability) variations will only be considered on a case-by-case basis and will not set a precedent.

Transitional Provisions

- 11. The University reserves the right to introduce such changes as it may judge to be necessary or desirable, including the addition, restructuring



or withdrawal of qualifications, regulations and/or papers. Reasonable provisions will be made to enable students to complete any qualification which is discontinued or has its structure substantially altered, but such provision will not extend beyond the permitted time to completion.

Limitation of Entry

12. For any courses of study offered by the University, the University Council (by its delegate) may limit the number of students enrolled in the courses of study or training each year because of insufficiency of staff, accommodation, or equipment. Accordingly, where the number of applications for the particular courses exceeds the number of places available, then Massey University will select from the applicants the students to be enrolled in the course of study.

General Regulations for Postgraduate Degrees, Postgraduate Diplomas, and Postgraduate Certificates

These General Regulations are to be read in conjunction with all other Statutes and Regulations of the University and the Qualification Regulations specific to each Postgraduate Degree, Diploma and Certificate offered by the University.

Admission

Admission to a postgraduate certificate, postgraduate diploma, 120-credit bachelor (honours) or a master's degree requires that the student will:

- (a) have made formal application for admission to postgraduate study for the specified programme; and
- (b) (i) have qualified for the award of a relevant bachelor's degree with a grade average that demonstrates an adequate level of preparation for the postgraduate programme; or
(ii) have an approved academic qualification of similar standing to the relevant bachelor's degree; or
(iii) have been granted admission with equivalent status as entitled to proceed to the specified postgraduate degree, diploma or certificate, and, where appropriate to a specific qualification;
- (c) (i) provide evidence of practical/professional experience of an acceptable standard in an area(s) relevant to the qualification; or
(ii) on the request of the Academic Board, delegated to PVCs, carry out such work and satisfy such assessments as the Board may determine to be necessary for admission.

Academic Requirements

2. (a) A postgraduate qualification will consist of a number of credits accumulated from taught papers and/or research papers, as specified in the Qualification Regulations.
- (b) For the award of the degree, diploma or certificate a pass is required in each paper in the qualification. Normally, a student may re-enrol and be re-examined only once in a failed paper.
- (c) Restricted passes are not normally permitted at postgraduate level.

Research Reports & Theses

3. (a) A research report will consist of a minimum of 30 credits; a thesis will consist of a minimum of 90 credits.
- (b) The research component of postgraduate programmes will be 0, 30, 45, 60, 90 or 120 credits with the proviso that the bachelor (honours) degree will normally have a minimum research component of 30 credits and those master's degrees that require a research component will normally have a minimum of 45 credits of research.
- (c) Postgraduate diplomas and certificates may have a research component of zero credits and consist entirely of taught papers.

Student Progression

4. (a) Students will normally have completed their 700-level paper requirements prior to enrolling in the thesis paper.
- (b) (i) 120-credit Bachelor (Honours) degrees will be awarded as First Class Honours, Second Class Honours Division I, Second Class Honours Division II or Third Class Honours. Bachelor (honours)

degrees must be completed within one year of first enrolling in full-time study or within three years of first enrolling in part-time study.

(ii) Postgraduate diplomas and 120-credit masters degrees will carry the award of Distinction if completed at a superior standard (equivalent to First Class Honours), or Merit (equivalent to Second Class Honours, Division One) within one year of first enrolling in full-time study or within three years of first enrolling in part-time study.

(iii) 240-credit masters degrees will be awarded with First Class Honours, Second Class Honours Division I, Second Class Honours Division II or a pass. To qualify for the award of honours, 240-credit masters degrees must be completed within two years of first enrolling for full-time study or within five years of first enrolling for part-time study.

(iv) These periods may, in special circumstances, be amended/extended by the Academic Board. The Academic Board may also in special circumstances permit students to suspend their course of studies for an approved period.

Specialisations

5. Qualifications for which specialisations, such as endorsements or subjects, are listed may have these specified as specialisations at the time of course approval. The degree, diploma, or certificate completed by the student will state the specialisation.

Maximum Time to Completion

6. Unless otherwise specified in the Qualification Regulations there will be time limits for completion as follows:
 - (a) 60-credit Postgraduate Certificates must be completed within a maximum of two years.
 - (b) 120-credit Postgraduate Diplomas must be completed within a maximum of four years.
 - (c) 120-credit Masterates must be completed within a maximum of four years.
 - (d) 180-credit Masterates must be completed within a maximum of five years.
 - (e) 240-credit Masterates must be completed within a maximum of six years.
 - (e) 120-credit Bachelor (Honours) must be completed within one year of first enrolling for full-time study or within three years of first enrolling for part-time study.

Where credit has been transferred in accordance with Recognition of Prior Learning Regulation 2(c), the above time limits may be pro-rated when calculating maximum time limits for completion.

Time limits may be waived, at the discretion of the University, where a student exits with a qualification of lesser credit.

7. Students who have been inactive for a period of 3 consecutive years will be deemed to have abandoned their qualification. Abandonment releases the University from its obligation to ensure a qualification can be completed. Students may be permitted to re-enrol in a subsequent current qualification should they meet the entry requirements; credits previously achieved will be assessed and applied in accordance with current regulations.

Variations and Personal Course Approvals

8. In exceptional circumstances, the Academic Board may, in such cases as it thinks fit, approve a personal programme of study which does not conform with the Regulations for that degree, diploma or certificate while still conforming to the academic standards of the qualification.

The following rules will apply:

- (a) There must be evidence of exceptional circumstances and/or hardship to the student.
- (b) Variations will receive appropriate academic authorisation under delegation from Academic Board and be formally documented.
- (c) The variation will be recorded on the student's academic record.
- (d) Personal course approvals will not normally permit a reduction in the total amount of credit required to complete a qualification.



- (e) The extent of variation cannot jeopardise the integrity of the qualification. To this end there will be a limit on the extent to which a qualification can be varied. The maximum amount of credit varied will relate to the size of the qualification as follows:

120 credit qualification	15 credits
180 credit qualification	30 credits
240 credit qualification	30 credits

- (f) Variations will not normally be permitted in 60 credit qualifications.
 (g) Except where the special circumstances apply to a cohort of students (for example when transitioning students as a result of programme closure or paper unavailability) variations will only be considered on a case-by-case basis and will not set a precedent.

Transitional Provisions

9. The University reserves the right to introduce such changes as it may judge to be necessary or desirable, including the addition, restructuring or withdrawal of qualifications, regulations and/or papers. Reasonable provisions will be made to enable students to complete any qualification which is discontinued or has its structure substantially altered, but such provision will not extend beyond the permitted time for completion.

Assessment and Examination Regulations

Assessment and Course Work

Eligibility for Assessment

- Students who enrol for a paper, pay their fees and do not withdraw will be awarded a grade in that paper.
- Some papers require compulsory attendance at classes, including laboratories, field trips, practical exercises or extramural contact courses or block courses. In such papers, paper co-ordinators shall advise students in writing at the commencement of tuition that non-attendance, without exemption having been granted, constitutes failure in the paper, regardless of the rest of the assessment procedure.
- Paper coordinators shall advise students at the commencement of tuition which elements of the assessed course work will contribute towards the final grade for the paper, and which elements, if any, are compulsory. Unless otherwise stated all final exams are compulsory. Without exemption having been granted, failure to:
 - attend a compulsory exam, or;
 - submit a compulsory assessment element, or;
 - complete assessment components totalling 51% or more of the total assessment, or;
 - submit an Aegrotat application
 - constitutes failure in the paper, regardless of the rest of the assessment procedure.

Re-marking of Assessed Course work

4. Students who seek to have an assessed course work component re-marked should initially consult with the paper coordinator to clarify the feedback and/or the mark awarded. If the informal consultation does not address the student’s concerns, then a formal application for re-marking may be made. Re-marking of course work is offered in exceptional circumstances only; the onus is on the student to justify the request to the chief examiner/Programme Director. Re-marking will normally be by a different marker, using the original copy together with the marker’s comments. Cases based on calculation errors within the original marking of the course work should be forwarded directly to the paper coordinator and do not require a formal application.

For coursework to be eligible for re-marking it must:

- be the original work submitted for assessment together with the marker’s comments;
- normally contribute at least 15% towards the final grade for the paper;
- must have been formally assessed only once previously;
- be submitted with a re-mark application within four weeks from the date of dispatch of the original assessment result.

As a result of a re-mark, the grade for the course work could remain unchanged, or be amended upwards or downwards.

Students in named Doctoral degrees must refer to the Handbook for Doctoral Study for separate details of re-marking provisions as the above regulations do not apply to named Doctoral students. The Handbook is available on the University website at <http://policyguide.massey.ac.nz>

Aegrotat and Impaired Performance Regulations

5. Students may apply for Aegrotat (AEG)/Impaired Performance (IP) consideration in relation to final examinations, and to internal assessment and other compulsory elements that occur at a fixed time and place as defined in the paper outline distributed to students at the beginning of the delivery of a paper. AEG/IP applications may be considered if the student is unable to complete a compulsory contact course or field trip, but in such cases the grade for the paper may be withheld until the contact course or field trip is completed by the student, normally during the next paper offering in the same mode and location.

As a general guideline, applications that pertain to assessment tasks worth less than 10% of the total assessment for the paper will not normally be considered as part of these regulations. In such cases, and for other internal assessment activities not of a fixed time and place, the student should contact the paper coordinator to see if an alternative arrangement can be made, and if supporting evidence is required.

Students intending to apply for Aegrotat or Impaired Performance on health grounds in accordance with these regulations should normally consult with a health professional as soon as possible, but no later than seven days after the last assessment event for which the application is being made. Applications made by students who consulted with a health professional later than seven days after the assessment event should demonstrate that the consultation occurred as soon as practicable. The Manager, Assessment, Student Management, must receive a completed Aegrotat and Impaired Performance Application Form from a health professional acceptable to Academic Board who has assessed the student.

Students in named Doctoral degrees must refer to the Handbook for Doctoral Study for separate details of aegrotat provisions as the above regulations do not apply to named Doctoral students. Note also that students in Doctoral degrees must refer to the ‘Handbook for Doctoral Study’ for separate details of oral examination provisions. The Handbook is available on the University website at <http://policyguide.massey.ac.nz>

Aegrotat

- (a) Candidates who have been prevented by illness, injury, bereavement or other critical personal circumstances from presenting themselves at any examination, compulsory component, or assessment activity may apply for AEGROTAT consideration. An AEG pass or DNC grade will be the normal outcome of an application unless a significant portion of the total formal assessment (normally 60% or more) has been completed and the paper coordinator considers the award of a letter grade appropriate. To be awarded an AEG pass, the candidate’s University teachers in the paper or papers affected must be confident that the student would have passed the paper had the assessment for which the Aegrotat application was made been completed.

AEG passes will not be awarded in cases where less than 40% of the total assessment for the paper has been completed by the student, however students who submit Aegrotat applications with satisfactory grounds may receive a Not Finalised status for the paper in question, and be permitted to complete the missed fixed time assessments at the earliest practicable opportunity or at the next offering of the paper at their campus of study.

Impaired Performance

- (b) Candidates who consider that their performance in, or preparation for, any examination or assessment activity has been seriously impaired due to illness, injury, bereavement or other critical personal circumstances may apply for Impaired Performance consideration. For impaired performance applications, paper co-ordinators will assess the typical performance of a student during the paper and, where the student’s performance for the assessment item covered by the application was atypically poorer than that achieved in other



assessment tasks, and in relation to the overall class performance for the assessment in question, assign a mark for the assessment item and an overall letter grade for the paper based upon this information.

Assignments and Examinations in Te Reo Māori

- The Māori language is an official language of the University. Those considered to have the necessary level of competency may write assignments, tests and examinations in Te Reo Māori, subject to approval and where the subject is considered to be appropriate. Those wishing to pursue this option should make application to the Manager, Assessment, Student Management, by 31 January for Semester One and Double Semester papers and by 16 June for Semester Two and Summer School papers.

Doctoral theses may be submitted in Te Reo Māori, English, or in both languages. The oral examination may also be conducted in Te Reo Māori. Candidates intending to submit their doctoral thesis in Te Reo Māori, or in a substantial combination of English and Māori, must indicate this intention within two months of provisional registration. They should supply a letter from the AVC (Māori and Pasifika) or nominee, affirming that they have the required level of competency in Te Reo Māori, will be working in an area where the language is considered to be appropriate, and that supervisory expertise is available in the Māori language.

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 Student Academic Integrity Policy and Procedure for managing the allegations of misconduct are both found on the Massey University Policy Guide at <http://policyguide.massey.ac.nz>. The Student Disciplinary Regulations that provide a detailed account of the processes for resolution of complaints of misconduct and the procedures for student appeals, is found on the Massey University Policy Guide at <http://policyguide.massey.ac.nz>

Final Examinations

Time and Venue

- The examinations conducted by the University shall be held at the places and times specified in the examination timetables published by authority of the Council.

Written Entry

- Students enrolled in an internal offering of a paper are not required to give notice in writing of intention to present themselves for examination.
 - Students enrolled in a distance (extramural) or block mode offering of a paper are to elect the centre where they propose to sit their examinations (from the published list of centres) when completing the Enrolment Application.
 - When subsequently advising a change of address, it will be necessary to either confirm or amend the pro-posed examination centre. If relocating over-seas, form ENR9 will have to be requested and completed.

Examination Procedure

- The examinations shall consist of such written, oral and practical examinations as the examiners may determine.
- Candidates shall write out answers to the questions in the presence of a supervisor, who shall be appointed or approved by or on behalf of the Council, and in accordance with such detailed instructions as may be furnished by the Council.
- No candidate shall communicate with an examiner in regard to an examination except through Massey Contact under delegated authority from the Manager, Assessment, Student Management.
- Any candidate who has a permanent disability which could be considered to adversely affect performance under ordinary examination conditions must inform the Manager, Assessment, Student Management, before the examination and supply such documentary evidence as is required.

- The examination scripts shall be transmitted to the examiners, who shall report the results for the paper to the Manager, Assessment, Student Management.
- Note that assessments (including major tests) and examination scripts not routinely returned to students should be retained by academic departments for a period of 12 months.

Re-marking of Final Examination Scripts

- By making application to the Manager, Assessment, Student Management, within four weeks from the date of the notification confirming the official results of final examinations and paying the prescribed fee, any student may have their final examination script re-marked by the examiners, followed by a recalculation of the final grade where appropriate. As a result of a re-mark, the final grade could remain unchanged, or be amended upwards or downwards. The application fee will be refunded if there is a change of final grade. No additional information from the student shall be placed before the examiners.

Research Reports and Masters Theses

- All research reports (up to 60 credits) shall be graded by two examiners, at least one of whom shall be independent of the research work, with external moderation undertaken in accordance with College policies.
 - At the discretion of the examiner(s), a candidate may be examined orally on the subject of the research report or thesis.
 - At the discretion of the chief examiner, a failed research project may be revised and re-submitted once and may be subject to re-examination. Following successful re-examination the candidate will not be eligible for honours or distinction.
 - All Masters theses shall be graded by two examiners who are independent of the research work and one of whom is external to the University.
 - At the discretion of the examiner(s), a candidate may be examined orally on the subject of the Masters thesis.
 - At the discretion of the chief examiner, a failed Masters thesis may be revised and re-submitted once and may be subject to re-examination. Following successful re-examination the candidate will not be eligible for honours or distinction.

Theses

- A candidate whose examination includes the presentation of a thesis (≥ 90 credits) shall have an approved supervisor or supervisors before commencing work on the research.
 - Before the thesis is forwarded to the examiners, the Head of Academic Unit shall supply a certificate from the supervisor that the thesis embodies work carried out by the candidate under direct supervision and also stating the part the supervisor played in preparation of the thesis.
 - For the purposes of the assessment of the masters degree thesis a candidate shall be required to submit three copies of the thesis as required by the policy of the individual college that has supervised the thesis. Students should contact their College Office for guidance on submission procedures for their individual College.
 - For the purposes of the assessment of the doctoral degree thesis a candidate shall be required to submit to the Graduate Research School (if located on Manawatu Campus), or to Massey Contact (if located on Albany or Wellington campuses) four securely bound copies of the thesis. Students not located close to a campus can post or courier their theses to the Graduate Research School.
 - Paper copies and the digital copy of the thesis shall, unless the Librarian otherwise approves, conform with the format requirements as detailed in the current library handbook A Guide to the Presentation of Theses.
 - The relevant Academic Director (for Masters theses) or Dean of Graduate Research School (for Doctoral theses) may agree to accept a thesis solely in digital form, where the nature of the research is such that it is not appropriate for the thesis to be submitted in a printed form. Approval of the use of digital format in this way should be sought by the candidate at an early stage of enrolment in the thesis.
 - The relevant Academic Director (for Masters theses) or Dean of Graduate Research School (for Doctoral theses) may agree to



accept part of a thesis solely in digital form, where there are tables of data or other information that are effectively appendices to the thesis.

- (g) The candidate shall be given a receipt for the copies of the thesis by the Graduate Research School or the relevant Massey Contact office. As soon as the assessment has been completed, and the final version approved, in the case of successful candidates, the candidate or the candidate’s supervisor shall be responsible for the return to the Graduate Research School two hard bound copies and one electronic copy of the thesis, unless otherwise stated in the course regulations. One hard copy and one electronic copy shall be lodged in the Library of the Campus of study, with the hard copy being securely housed for archival purposes. The second hard bound copy shall be returned to the Academic Unit.
- (h) The paper and the digital copies of the thesis must be accompanied by a declaration signed by the student stating that the paper and the digital copy are the same (subject to the provisions of subsections in (i)).
- (i) The two copies destined for the Library will be fully catalogued, and in the case of the digital copy, metadata tags will be added. The print copy will be lodged permanently in secure facilities in the Library, although available for consultation within the Library. The digital copy will be lodged permanently in the University’s digital repository. Unless the AVC (Research) has approved an embargo, the print and digital copies will be publicly accessible.
- (j) A thesis including parts of the thesis which were solely in digital form, will be publicly accessible through the University’s digital repository, unless embargoed. In the case of an embargo of the full digital copy held by the University, only the author, title, abstract and metadata will be publicly accessible through the University’s digital repository while the embargo remains in place.
- (k) University records of the examiner’s assessment of the thesis shall be retained and disposed of in accordance with the University General Disposal Authority as required under the Public Records Act 2005. The student academic transcript shall be archived in accordance with the University General Disposal Authority as required under the Public Records Act 2005.

Note: The requirements to submit a digital copy will apply normally, and as appropriate, to students who enrol in a thesis on or after 1 January 2007.

Key to Grading System

A+	
A	1st Class Pass
A-	
B+	
B	2nd Class Pass
B-	
C+	Pass
C	
Aeg	Aegrotat Pass
P	Ungraded Pass
R	Restricted Pass
Fail Grades	
D	Fail
E	Low Fail
F	Ungraded Fail
DNC	Did Not Complete
Other Entries	
WD	Withdrew without academic penalty
NF	Not finalised
CONT	Continuing enrolment

Cases of Hardship – Vice-Chancellor’s Power

In any case where it is shown to the satisfaction of the Vice-Chancellor that any alteration or amendment of a University statute or Regulation involving a change in a programme or in examination requirements has caused hardship to a student, the Vice-Chancellor may make such provisions as is thought fit for the relief of such hardship. The student may appeal the decision of the Vice-Chancellor to the Council, which may make such provisions as it thinks fit.

Unsatisfactory Academic Progress Regulations

Part A: Generic Regulations

1. A person whose academic progress is unsatisfactory may be excluded by the Academic Board (or its delegate) or the Vice Chancellor (or his delegate) from a paper, or programme of study, or College, or from the University as set out in these Regulations.
2. Massey University defines the grades of D, E, F, and DNC as failing grades.
3. Subject to clauses 11 to 24 (inclusive) and clause 28 below:
 - (a) Any person who fails to obtain a pass in a paper for which that person has been enrolled on three occasions will usually be excluded for a fixed term from enrolling in that paper as determined by the Academic Board (or its delegate) or by the Vice Chancellor (or his delegate).
 - (b) Any person who fails to pass at least half of the credits for which they have been enrolled, where they have been enrolled in at least two semesters and at least 105 credits have been failed, will usually be excluded for a fixed term from the College or programme as determined by the Academic Board (or its delegate) or by the Vice Chancellor (or his delegate).
 - (c) Exclusion from:
 - (i) Two Colleges; or
 - (ii) Two programmes; or
 - (iii) Any one College or programme of study on two occasions, will normally result in exclusion from the University.
4. (a) Students excluded and students excluded for a fixed term under these Regulations shall have a right of appeal to the Exclusion Appeals Committee on the grounds that their performance has been seriously affected over an extended period of time by their exceptional personal circumstances. “Exceptional Personal Circumstances” means any extraordinary personal circumstances (supported by corroborative evidence) that have not been the subject of an Aegrotat and Impaired Performance Application.
 - (b) The Committee may:
 - (i) uphold the appeal; or
 - (ii) uphold the appeal subject to conditions; or
 - (iii) decline the appeal; or
 - (iv) amend the exclusion.
 - (c) Any student whose appeal is upheld subject to conditions is required to meet those conditions on re-enrolment. The consequence of a student not meeting the conditions is that the original exclusion for a fixed term, or exclusion, will be reinstated. Reinstatement will be effective from the end of the enrolment period in which the individual was last enrolled.
5. Any person excluded from a programme or a College who wishes to transfer to another programme or College requires the prior specific written approval of the relevant Pro Vice-Chancellor (or their delegate) of the programme into which the transfer is sought. Such approval may be withheld or granted subject to such conditions as the Pro Vice-Chancellor (or their delegate) at their discretion determines. Students seeking approval to transfer must provide the Pro Vice-Chancellor (or their delegate) of the programme into which the transfer is sought information pertinent to their study plans and seek course advice. This process should be finalised prior to the start of lectures for the semester.



6. Credits from study undertaken while excluded cannot be transferred back to Massey University, the College, programme or paper that the student was excluded from under these regulations.
7. Except with the prior written permission of the Academic Board (or its delegate), no person shall be enrolled at this University on transfer from another University when their academic record is such that had they been enrolled at Massey University then under these or other University Regulations they would qualify for exclusion on the grounds of unsatisfactory academic progress.
8. Subject to:
 - (a) Clauses 11 to 24 (inclusive) below; and
 - (b) The University's rights, at law, to refuse to enrol any person; and
 - (c) Other University prescribed requirements (including selection criteria in courses with a limited number of places available), any person who has been excluded for a fixed term under these Regulations from a paper, or programme or College, may enrol after a lapse of one complete year.
9. Subject to:
 - (a) Clauses 11 to 24 (inclusive) below; and
 - (b) The University's rights, at law, to refuse to enrol any person; and
 - (c) Other University prescribed requirements (including selection criteria in courses with a limited number of places available), any person who has been excluded from the University must apply in writing to the Assistant Vice-Chancellor – Academic and International (or their delegate) for written permission to re-enrol, at least 30 days prior to the start of the semester in which re-enrolment is sought. Such consent may be withheld or granted on such conditions as the AVC-Academic and International (or their delegate) at their discretion determines.
10. For all enrolments after any exclusion from the University, or from any programme or College, a student is required to pass at least half the papers for which they enrol in each enrolment period at any time after exclusion to be eligible to remain enrolled or enrol for a further semester(s).

Part B: Regulations relevant to specific programmes

In addition to clauses 1 to 10 (inclusive) and clause 28 below, the following clauses regarding exclusion from specific programmes or College will apply.

11. For persons enrolled in the Bachelor of Design (Honours) or the Bachelor of Fine Arts (Honours) failure under clause 3(b) of these regulations in either degree at first year level will result in exclusion for a fixed term from both degrees.
12. For persons enrolled in the Bachelor of Education (Teaching) Early Years, Bachelor of Education (Teaching) Primary, Bachelor of Education (Teaching) Primary/Diploma in Education Studies, Bachelor of Education (Secondary Teaching), Te Aho Tatairangi or Bachelor of Speech and Language Therapy the following will lead to exclusion from the programme or College as decided by the Academic Board (or its delegate):
 - (a) Failure to obtain a pass in a compulsory paper for which they have been enrolled for two occasions.
 - (b) Failure to pass papers totalling at least 75 academic credits of full-time study or failure to pass at least 60 percent of an approved part-time programme of study in any academic year.
 - (c) Failure to complete the degree of Bachelor of Education (Teaching) Primary/Diploma in Education Studies within eight years (including any exclusions) from the date of first enrolment.
 - (d) Failure to complete the degree within six years (including any exclusions) from the date of first enrolment in the Bachelor of Education (Secondary Teaching), Bachelor of Education (Teaching) Early Years, Bachelor of Education (Teaching) Primary, Te Aho Tatairangi or Bachelor of Speech and Language Therapy.

Persons excluded under (a), (b) and either (c) or (d) above will only be re-admitted to the Bachelor of Education (Teaching) Early Years degree, Bachelor of Education (Teaching) Primary degree, Bachelor of Education (Teaching) Primary/Diploma in Education Studies degree, Bachelor of Education (Secondary Teaching) degree, or the Te Aho Tatairangi degree, with the approval of the Academic Board which

approval may be withheld or granted and if granted subject to conditions as the Academic Board at its discretion determines. Students of the Bachelor of Speech and Language Therapy degree excluded under (a), (b) or (d) above will not be re-admitted to the degree.

13. For persons enrolled in the Graduate Diploma of Teaching (Early Childhood Education), Graduate Diploma of Teaching (Primary) or Graduate Diploma of Teaching (Secondary) the following will lead to exclusion from those programmes of study:
 - (a) Failure to obtain a pass in a compulsory paper for which they have been enrolled for two occasions;
 - (b) Failure to pass papers totalling at least 60 academic credits of full-time study or failure to pass at least 50 percent of an approved part-time programme of study in any academic year;
 - (c) Failure to complete the diploma within two years from the date of first enrolment (including any exclusions).

Persons excluded under (a), (b) and (c) above will only be re-admitted to the Graduate Diploma of Teaching (Early Childhood Education), Graduate Diploma of Teaching (Primary) or Graduate Diploma of Teaching (Secondary) programme with approval of the Academic Board which approval may be withheld or granted and if granted, granted subject to such conditions as the Academic Board at its discretion determines.
14. For persons enrolled in the Bachelor of Veterinary Science, the following will lead to exclusion from that programme:
 - (a) Failure in all subjects in the Second Examination.
 - (b) Failure to complete either the Second, Third, Fourth, Fifth or Sixth Examination in two successive attempts.
 - (c) Persons excluded under clause 14(b) will only be re-admitted to the BVSc programme with approval of Academic Board under such conditions as it may determine.
 - (d) Persons excluded twice under clause 14(b) above will not be permitted to re-enrol for the BVSc degree.
15. For persons enrolled in the Bachelor of Midwifery the following will lead to exclusion from that programme:
 - (a) No person will be entitled to enrol on more than two occasions papers 177.101, 177.102 and 177.204, or enrol more than once to pass papers 177.302 and 177.303, unless in extraordinary circumstances and subject to the approval of the Head of School which may be withheld or granted, and if granted subject to conditions as the Head of School at their discretion determines.
 - (b) Failure to obtain a pass in a compulsory 177-prefix paper for which they have been enrolled for two occasions or a compulsory 214-prefix paper for which they have been enrolled for three occasions.
 - (c) Failure to pass papers totalling at least 75 academic credits in a full-time academic year or failure to pass at least 60% of an approved part-time programme of study in any academic year.
 - (d) Failure to complete the degree within 4 years from the date of first enrolment, except under exceptional circumstances.

Persons excluded under (b) or (c) above will only be re-admitted to the Bachelor of Midwifery programme with the approval of the Academic Board. Such approval may be withheld or granted subject to conditions.
16. For persons enrolled in the Bachelor of Nursing the following will lead to exclusion:
 - (a) No candidate will be given more than two opportunities to pass each Praxis paper, including 168.121 and 168.123;
 - (b) Failure to obtain a pass in a compulsory 168-prefix paper for which they have been enrolled for two occasions or a compulsory 214-prefix paper for which they have been enrolled for three occasions;
 - (c) Failure to pass papers totalling at least 75 academic credits in a full-time academic year or failure to pass at least 60% of an approved part-time programme of study in any academic year;
 - (d) Failure to complete the degree within five years from the date of first enrolment.



Persons excluded under (b), (c) or (d) above will only be re-admitted to the Bachelor of Nursing programme with the approval of the Academic Board (or its delegate).

17. For persons enrolled in the Bachelor of Social Work the following will lead to exclusion:
 - (a) Candidates will be given only two opportunities to enrol in and pass Field Education papers 179.355 and 179.455.
 - (b) Students who fail paper 179.355 or paper 179.455 twice will be excluded from the degree for a period of one year and will be required to apply for entry into the relevant part as specified in the progression policy for the degree. Admission will be subject to the University's rights at law to refuse to enrol any person and subject to other University prescribed requirements (including where places are limited, being selected for that place).
18. For persons enrolled in the Master of Social Work (Applied) the following will lead to exclusion:
 - (a) Failure to obtain a pass in a compulsory paper for which they have been enrolled for on two occasions.
 - (b) Persons excluded under (a) above will only be re-admitted to the Master of Social Work (Applied) programme with approval of the Academic Board which approval may be withheld or granted and if granted, granted subject to such conditions as the Academic Board at its discretion determines.
19. For students enrolled in the Bachelor of Aviation - Air Transport Pilot major the following will lead to exclusion:
 - (a) No candidate will be given more than two opportunities to pass each flight assessment, unless in exceptional circumstances and subject to the prior recommendation of the Student Review Board and the approval of the General Manager.
 - (b) Candidates who have failed a flight assessment twice and whose performance is deemed unacceptable by the School of Aviation Student Review Board will be recommended to the General Manager to be excluded from the BAv-ATP major. The General Manager will consider the recommendation(s) of the School of Aviation Student Review Board and any other matters the General Manager considers relevant and make a recommendation to the Academic Board (or its delegate).
The Academic Board (or its delegate) will make the final decision.
 - (c) Candidates who have failed a compulsory paper twice and whose performance is deemed unacceptable by the School of Aviation Student Review Board will be recommended to the General Manager to be excluded from the BAv-ATP major. The General Manager will consider the recommendation(s) of the School of Aviation Student Review Board and any other matters the General Manager considers relevant and make a recommendation to the Academic Board (or its delegate).
The Academic Board (or its delegate) will make the final decision.
 - (d) Persons excluded under clause 19(b) and (c) will not be re-admitted to the BAv-ATP major without first submitting themselves for re-selection into the programme and being accepted.
20. Persons enrolled in the Bachelor of Veterinary Technology degree will be excluded from re-enrolment from that programme on the following basis:
 - (a) Failure to pass any 200- and 300- level paper in which they have been enrolled on two occasions
 - (b) Failure to pass all 200- and 300- level papers within a period of five years.
 - (c) Candidates who are excluded from the programme will be readmitted to the course only with the approval of Academic Board. Such approval may be granted under such conditions as it may determine or withhold.
21. Persons enrolled in the Diploma in Veterinary Nursing will be excluded from re-enrolment in that programme on the following basis:
 - (a) Failure to pass any 100- and 200- level paper in which they have been enrolled on two occasions
 - (b) Failure to pass all 100- and 200- level papers within a period of five years (including exclusions) from the date of first enrolment.

(c) Candidates who are excluded from the programme will be readmitted to the programme only with the approval of Academic Board. Such approval may be withheld or granted and if granted, granted on such conditions as it may determine.

22. Persons enrolled in the Bachelor of Medical Laboratory Science will be excluded from re-enrolment for that degree on the following basis:
 - (a) Failure to obtain a pass in a compulsory 200- or 300-level paper in which they have been enrolled on two occasions
23. Persons enrolled in a Graduate Diploma in Science for the purpose of gaining registration as Medical Laboratory Scientists will be excluded from re-enrolment in that diploma on the following basis:
 - (a) Failure to obtain a pass in a 300- or 400-level paper in which they have been enrolled on two occasions
24. Persons enrolled in the Postgraduate Diploma in Specialist Teaching the following will lead to exclusion:
 - (a) Failure to pass the core compulsory paper for which they have enrolled on two occasions
 - (b) Failure to pass any one of the papers listed in an endorsement schedule for which they have enrolled on two separate occasions will lead to exclusion from that endorsement.

Part C: Process, Definitions and Other Unsatisfactory Academic Progress

25. Any person who may be excluded under Part A or Part B will be given a reasonable opportunity to make written submissions to the person(s) or Committee making the decision before the decision is made.
26. Unless the context requires otherwise:

“Exclusion” means either:

- (a) the cancellation of a person's enrolment at Massey University in a paper or programme when during that person's enrolment it becomes evident that any of these Regulations apply; or
- (b) if any person is not enrolled and any of the clauses in these Regulations apply, then exclusion means the refusal to enrol the person concerned in the paper(s) or programme(s) or at this University as the case may be.

“Excluded for a Fixed term” means the refusal by Massey University to admit and enrol any person into a paper or programme or College as the case may be for a period of 12 months from the end of the enrolment period in which the individual concerned was last enrolled.

Notwithstanding that a power under the Unsatisfactory Academic Progress Regulations is said to be exercisable by the Academic Board (or its delegate) the power may also be exercised by the Vice-Chancellor (or his delegate).

27. Subject to clause 28, for the purposes of Section 224(12) of the Education Act 1989, these Regulations comprise the Council refusing to permit or cancelling the enrolment of a person as a student at Massey University, or in a particular programme (as the case may be), on the grounds that the person has made in-sufficient progress in the person's study or training after a reasonable trial at Massey University or at another institution.
28. Nothing in these Regulations derogates from the University's right to refuse to permit, or from cancelling, the enrolment of a person as a student at Massey University, or in a particular programme at Massey University, on the grounds that the person has made insufficient progress in the person's study or training after a reasonable trial in circumstances that are in addition to these Regulations or as otherwise permitted at law.

For the avoidance of doubt, and without limitation, a person's enrolment may be cancelled or a person's enrolment may be refused when the person repeatedly withdraws (with or without academic penalty).



Part D: Procedure for Appeals and Constitution of the Exclusion Appeals Committee

29. The Exclusion Appeals Committee shall be constituted by Council on the recommendation of the Academic Board. Its powers are delegated by Council. It shall comprise five persons.

- Assistant Vice-Chancellor – Academic and International;
- Three senior members of staff, including two academic staff, and including one Maori member; and
- One student member

except as required by law and except that no person shall appear before the Committee to make oral submissions, the Committee shall determine its own procedure. Each person(s) being the person appealing the decision and the decision maker subject to the appeal shall have reasonable opportunity to make written submissions together with any other submitters or corroborative evidence the Committee requires.

Student Contract

The University and the Student form a contractual relationship when the Student accepts an Offer of Place. That Contract is subject to the University, issuing a Confirmation of Enrolment once all requirements have been satisfied. If no Confirmation of Enrolment is issued then the Contract is at an end. If the University issues a Confirmation of Enrolment, the following are the terms of that Contract which the University and the Student accept are to govern their relationship, along with statute, and with the Regulations and Rules of the University.

The University will:

1. Use best endeavours to provide the Student with tuition and supervision of a professional standard in the course(s) in which the Student is enrolled.
2. Act reasonably and fairly in exercising its powers under the regulatory framework and this Contract.
3. Advise the Student of any changes in the course(s) required because of changes in funding, staffing or other reasonable cause.

The Student will:

4. Use best endeavours to fulfil the requirements prescribed by the University for the course(s).
5. Observe the Regulations and Rules of the University and accept the jurisdiction of the University in all matters connected with academic progress and with discipline.
6. Pay the fees prescribed by the University for the course(s).

The University and the Student also agree:

7. The Contract is formed when the Student accepts the Offer of Place. That Contract is subject to the University issuing a Confirmation of Enrolment. If a Confirmation of Enrolment is issued these are the terms of the Contract that apply.
8. The Contract will continue for the period for which the Student is enrolled by the University and will then end. However, clause 12 will continue to apply after the Contract ends.
9. The University and the Student may enter into further contracts, in subsequent periods, by repeating the process in clause 7.
10. The relevant Admission Application, Enrolment Application, Offer of Place, Confirmation of Enrolment, regulations, rules of the University and material published in the Calendar also form part of this Contract but nothing else shall be incorporated into the contractual relationship between the Student and the University.
11. Liability for failure to perform this Contract is excluded where that failure has been caused by circumstances beyond the control of the University or the Student.
12. Any dispute arising out of or in connection with this Contract, or otherwise relating to the performance by the University or its staff of their responsibilities to the Student, shall be resolved through the Grievance Procedures prescribed by the University Calendar; <http://www.massey.ac.nz/> which shall be the exclusive procedures for resolution of such a dispute.

Student Grievance Procedures

Purpose

Massey University's Student 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. The Procedures can be accessed from the University's Policy Guide at <http://policyguide.massey.ac.nz>.

Objective

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

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 assessment and examination regulations.
- The 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.

Jurisdiction

The Student 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.

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:

1. The Complainant.
2. The Subject(s) of Complaint (Respondents).
3. Heads of Departments, Institutes and Schools.
4. Pro Vice-Chancellors (or their nominees) of Colleges.
5. Assistant Vice-Chancellors (or their nominees)
6. The University.
7. Student representatives.
8. Staff representatives.
9. 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 Relations 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:

1. Notice of any Grievance shall be given to the party/parties as soon as reasonably practicable (subject to consistency with “Time Limits” below).
2. Any persons directly adversely affected by a Grievance shall be adequately informed of the Grievance arising and be given an opportunity to respond.
3. The process for resolving the Grievance will be conducted fairly.
4. 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 (Note that assessments (including major tests) and examination scripts not routinely returned to students should be retained by academic departments for a period of 12 months). Thereafter a grievance may be considered only with the consent of the Assistant Vice-Chancellor (Academic and International). In deciding whether a grievance will be considered pursuant to Clause 9 of this Policy, the Assistant Vice-Chancellor (Academic and International) will consider:

1. The seriousness of the alleged grievance;
2. The availability of relevant information including witnesses and documents;
3. The prejudice to any other parties; and
4. Any reasons for the delay in bringing the grievance to the attention of the University.

Procedures

Step 1	The student and/or their representative approaches the staff member concerned. If the approach is in writing the staff member should acknowledge the receipt of the complaint within 7 days. (Mediation preferred forum for resolution.)
	↓ → University Disputes Advisor for referral to a Mediator agreed upon by the Parties
Step 2	If no resolution, or Step 1 is inappropriate, complainant approaches Head of Department/School/Institute/Section or, where the Head is the respondent or there is no settlement of the Grievance, the Pro Vice-Chancellor of the College. (Mediation preferred forum for resolution.)
	↓ → University Disputes Advisor
Step 3	If no resolution, complainant approaches Assistant Vice-Chancellor (Academic) who will, after consultation with the University Disputes Advisor, forward the matter to the Chair of the Academic Board who will initiate the convening of 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/Section, 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.

1 Note that assessments (including major tests) and examination scripts not routinely returned to students should be retained by academic departments for a period of 12 months.

3. In the absence of extraordinary circumstances, the presence of which will be determined (if necessary) by the Assistant Vice-Chancellor (Academic and International), 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 and International). 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 and International) or their nominee will review the case, determine that all reasonable steps for resolution have been addressed, and then forward the case the Chair of Academic Board who will 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 authorise 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:



- (i) a written or verbal apology
 - (ii) opportunity to receive a second opinion on assessed work
 - (iii) substitution of a higher mark
 - (iv) opportunity to resubmit an assignment
 - (v) initiation of a student feedback mechanism
 - (vi) extensions of deadlines for assignment
 - (vii) 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 and International). 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 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 (e.g. 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 deliberative and casting vote.
- (b) One staff member nominated by the Assistant Vice-Chancellor (Academic & International).
- (c) One member nominated by the appropriate student organisation.

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

- (a) Receive and investigate Grievances at all Massey University campuses and through all modes of delivery of academic programmes.
- (b) Make decisions relating to Grievances.
- (c) Report annually to the Vice-Chancellor through Academic Board on the nature of Grievances and policy issues that have risen during the year.

Graduation Regulations

1. Any person wishing to have a degree conferred or a diploma presented at the annual graduation ceremony must make application in the year of the ceremony not later than 1 February for Albany ceremonies, 1 March for ceremonies held in May at Manawatu and Wellington, and 1 September for the November ceremony in Manawatu. Students who wish to graduate must initiate the applications process as the University does not advise students that they are eligible to graduate. Applications should be forwarded to the University on time as late applications will only be considered in exceptional circumstances.
2. Any person who has completed the qualifications for a degree, diploma or certificate, who does not wish to attend a graduation ceremony in person, may at any time apply to have the degree, diploma or certificate conferred at the next appropriate meeting of Academic Board.
3. Application forms for both 1 and 2 above can be obtained by applying online at <http://www.massey.ac.nz/massey/student-life/graduation/graduation.cfm> or by telephoning 0800 Massey or e-mailing: contact@massey.ac.nz

Use of Information

Library Regulations

Preamble

1. The University Library is provided for the purpose of study and research by the University's students and staff and is a shared resource for the Massey community. Every authorised user of the Library has both a right to work without undue disturbance or distraction and a concomitant duty to respect the rights of others. Not all services are available to all categories of users. The following Regulations are promulgated for the benefit of all Library users.

Note

'University Librarian' or delegate means the person performing the duties of the University Librarian. 'Library' means any room used primarily for the purposes of the University Library. 'Library material' means any item, whether print, electronic or other format, provided by the Library for information, study or research.

Authorised Users

2. The following persons shall be entitled to use the Library:
 - (a) members of the University Council
 - (b) members of the staff of the University
 - (c) students currently enrolled at the University
 - (d) retired members of staff
 - (e) scientific and technical staff of the Fonterra Research Centre, the local divisions of the Crown Research Institutes, the Ministry of Agriculture and Fisheries, and the Leather and Shoe Research Association
 - (f) other persons at the discretion of the University Librarian.

Hours of Opening

3. Hours of opening shall be posted at each Library and on the Library Website. The hours may be varied at the discretion of the University Librarian.

Library Cards

4. All authorised users shall carry a current library card and produce it upon request. For most staff and students, the library card is the University ID card.

Where a library card is lost, the user shall report that loss to the University Librarian.



Borrowing

5. No library material shall be removed from the Library without the loan first being properly recorded.

Library material shall be returned by the due date. The person in whose name material is borrowed is responsible for its safekeeping for the duration of the loan and for its return.

Loan Periods

6. Notices advising loan periods are displayed at the Lending Desks at each Library and on the Library website.

Library material on loan may be subject to recall at any time, including study breaks and summer vacation. Recalled material must be returned by the notified date. Failure to do so will incur a fine.

Loans may be renewed up to three times, provided that the items are not required by another user. After three renewals they must be returned for re-issue.

Items in the Course Reserves Collection may be loaned for periods of up to two hours, or overnight from one hour before closing time. Overnight loans are to be returned within half an hour of the Library's next opening.

Lost or Damaged Material

7. Loss of, or damage to, library material shall be reported immediately to the Library. Borrowers shall be required to pay such costs as may be determined by the University Librarian for lost or damaged material, together with the prescribed administration fee. These costs shall not exceed the reasonable cost of restoring an equivalent item to the collection.

Such material remains the property of the University, notwithstanding payment of the bill for its replacement, and must, if found, be returned. A refund in whole or part will be made (depending upon the condition of the items), but the associated administration fee may be retained. No refunds will be made if more than a year has elapsed since the original payment.

Fines and Sanctions

8. Borrowers who fail to return or renew any borrowed material shall be liable to a fine unless they satisfy the University Librarian that circumstances have prevented them from returning the material at the appropriate time.

The University Librarian is under no obligation to notify borrowers when material is overdue and fines may still be imposed when material is returned after the due date, even though no notice has been received by the borrower.

Fines shall be payable for each day or period (or part thereof) that the material is overdue until it has been returned to the Library. Notices advising fines charges are displayed at the Lending Desks at each Library and on the website.

Where library material is not returned or a charge levied remains unpaid, borrowing privileges will be withheld.

Students who have very overdue items and owe amounts in excess of \$150 shall be reported to Registry, and until the debt is discharged, shall not be entitled to:

- (a) Enrol in any other University course;
- (b) have their academic records transferred to any other university;
- (c) have their academic transcripts or any other certificates issued.

Conduct of Persons Using the Library

9. No person shall create any unnecessary noise or disturbance or behave in a disruptive, disorderly or improper manner in the Library.

No person shall deliberately or carelessly mutilate, deface or misplace any library material or equipment.

Consumption of food and drink is permitted provided drinks are in spill-proof containers, and food is not strong smelling and does not interfere with the cleanliness of the building or the study environment of Library users. Food and drink are not permitted in areas equipped with computers. Cell phones, laptops and other devices should not be used in the Library in a manner which may disturb others.

No person shall distribute or post any notices except on public noticeboards in the Library, except with the prior authorisation of the University Librarian.

All persons shall, when so requested by the Library staff, present their bags and personal belongings for inspection.

All persons who use the Library shall identify themselves on request to a member of the Library staff.

No person shall reserve a place by leaving books or other articles on desks or seats for longer than 30 minutes. Material so left may be removed.

In the case of any person using the Library who behaves in a disorderly or improper manner or otherwise in breach of these Regulations, the University Librarian may require that person to withdraw from the Library.

Use of Subscribed Electronic Resources (e-journals, e-books and article databases)

10. The Library subscribes to electronic resources whose licences stipulate how and by whom they may be used. If a licence is violated by anyone inside or outside the University, the publisher may suspend all University access to the resource. Resource-specific permissions and restrictions are available to view via the Library Catalogue. In addition to these, the following must be observed:

- (a) No person shall share their Massey University username and password with another person.
- (b) No person shall systematically download, print, or copy substantial portions of electronic resources (e.g., entire journal issues or books).
- (c) No person shall post content from electronic resources to any public space, such as a web site or blog.
- (d) No person shall use content from electronic resources for commercial purposes (as resources are accessed under an educational use licence).
- (e) No person shall share content from electronic resources with people who are not Massey University staff or students.
- (f) No person shall modify content or create derivative works.
- (g) All users should seek advice from the Library before making multiple paper copies of an article from an electronic resource, or including a copy of an article in a course pack, study guide or online course.

Users of electronic resources should be aware that their use can be monitored by the Library.

Copyright

11. All persons who use a copying machine in the Library shall observe the limits described in the Copyright Act 1994.

Note

Copyright notices are placed near machines and a copy of the Act may be inspected at the Information Desk.

Theses and Research Papers

12. Two copies of theses, which have been accepted for the award of Doctoral or Master's degree, must be deposited in the Library. One copy should be a hard-bound paper copy and the other a digital copy in CD-ROM format.

The paper copy shall, unless the University Librarian approves otherwise, be on quality paper, and the digital copy shall be in a format approved by the University Librarian (a CD-ROM of the thesis in original format). Each copy must include the name of the author and the title, and contain a short abstract.

Use of Te Reo in a thesis will follow the guidelines set out in Massey University's Māori Language Policy: Matua Reo Kaupapa.

Note: Students are advised to consult A Guide to the Presentation of Theses, copies of which may be obtained from the Library or Library website.

Research papers may be deposited in the Library.



The Library may copy all or part of a thesis and provide it to another institution for the purposes of research and private study, unless the author states otherwise in the thesis.

A digital copy may be loaded on a server within the University, and be made available, with appropriate document security, as part of the Australasian Digital Theses Programme, unless the author states otherwise in the thesis.

Theses may be embargoed for a period of time only if approved by the Assistant Vice-Chancellor (Research). It is possible with digital theses to embargo part of the thesis (eg an appendix) while allowing the general text to be made available to the public.

Policy on Use and Access to Information Technology Systems

The purpose of the policy is to regulate access to and define authorised use of all University information technology and communication systems by all users. The policy is available on the University's website at: <http://policyguide.massey.ac.nz/>

This policy covers IT and communications systems in general; items specifically included are the authorisation for access and proper use, legal ownership of messages generated or manipulated, system and information misuse criteria, misuse of IT system communication mechanisms, privacy issues relating to individuals and messages, regular message monitoring, collection of statistical data and electronic remote control computer support.

This policy also covers the procedure for dealing with policy breaches by staff and students. A breach of the policy is regarded seriously by the University and may lead to disciplinary action.

Related documents that should be read in conjunction with this policy can also be found on the University's website at: <http://policyguide.massey.ac.nz/>

Intellectual Property

The University operates a Policy on Intellectual Property, and students are subject to its provisions. Copies of this Policy are available at: <http://www.massey.ac.nz/massey/fms/PolicyGuide/Documents/Research/Intellectual%20Property%20Policy.pdf>

The general provisions are as follows:

The University claims legal and beneficial ownership of all New Intellectual Property Rights generated under the auspices of the University. However, Staff and Students retain ownership of copyright and other rights in certain works.

The Assistant Vice-Chancellor (Research) will take all reasonable steps to fairly and transparently allocate the benefits of the Intellectual Property Rights to all parties with an interest.

All students are reminded of their responsibility to abide by the Intellectual Property Policy of the University, which they accept by enrolling at the University. In particular, staff and students are bound by obligations of confidentiality in relation to Intellectual Property Rights or other commercially sensitive information they become aware of during their work or study at the University.

Law of Copyright

The law of copyright allows the University under certain conditions to supply material to students in which copyright works or parts of copyright works are reproduced. Students are reminded of the obligations they must accept on enrolment that materials supplied to them are to be used only for research or private study and for no other purpose.

Massey University takes out a licence with Copyright Licensing Ltd, the Print Media Copyright Agency, APRA/AMCO/PPNZ, and Screenrights annually. These arrangements set up guidelines for reproduction of copyright print works, music, and broadcast sound and television works and indemnifies the University and staff against any prosecution for any alleged breach of copyright while acting under the conditions of the licences. The licences do not lessen the obligation of students mentioned above.

Code of Student Conduct

1. The purpose of the Code is to encourage:
 - (a) ethical conduct in undertaking academic studies and research;
 - (b) integrity and respect in the teaching and learning process;
 - (c) courtesy, safety and respect amongst students and between students and the University;
 and to specify:
 - (d) certain required standards of student conduct in respect of academic studies, research and other behaviour connected with a student's course of studies or status as a member of the University;
 - (e) the University Disciplinary Procedures by which complaints of misconduct by students shall be resolved.

Required standards of student conduct

2. Students shall:
 - (a) comply with this Code, and all other relevant University policies, codes, regulations and procedures, including ethical and professional standards and specific protocols for particular research projects;
 - (b) comply with all relevant laws, including laws relating to the privacy and confidentiality of information;
 - (c) treat other students, the University staff, other members of the University community and the public with courtesy and respect;
 - (d) treat the property of other students, University staff, other members of the University community and the public with respect;
 - (e) act with honesty and integrity when accessing and using the University systems;
 - (f) act with honesty and integrity in submitting material or imparting information to the university.

A full copy of the Student Disciplinary Regulations can be found in the online Calendar at <http://calendar.massey.ac.nz/>. This Regulation has been augmented for breaches of academic integrity only, by the Student Academic Integrity Policy and the Procedure of Managing Breaches of Academic Integrity at: <http://www.massey.ac.nz/?aa7ca0648c>

University Fees

Fees Payment Regulations

1. Tuition fees and non-tuition fees are subject to annual adjustment by the University Council and the student agrees to pay the tuition fees and non-tuition fees as set each year. Tuition and non-tuition fees are calculated on an academic year basis not by semester. Where a student's study spans two academic years, e.g., student enrolls for Semester Two and later enrolls for Semester One of the following academic year, the student will be liable for the tuition and non-tuition fees as set for each academic year.
2. All University fees are payable immediately upon the University issuing a Confirmation of Enrolment and before the start of study, or earlier if required by the University and specified in an Offer of Place. All monies received by the University are banked immediately for security reasons. Each student's fee account will remain in credit for any amount tendered in payment for University fees until their programme has received academic approval.
3. Students must pay all University fees to the University directly and not to any recruitment agent or other party. For international transactions there may be a bank fee charged which is payable by the student.
4. Students who enrol at the same time for papers in more than one enrolment period (for example, Semester One and Semester Two) may, at the time of application to enrol in the first period, elect to defer payment of tuition fees for the later period (for example Semester Two).
5. Students who are paying all or part of their fees by direct credit through the Student Loans Scheme are not able to defer payment. Payment of University fees inclusive of tuition fees, non-tuition fees plus student association fees for the full year will be made on approval of their loan application. When student loans are declined in full or in part students are still required to pay all fees.



6. Enrolment may proceed in advance of receipt of fee payment defined as follows:
- that the fees due are to be paid from a student loan but if a student loan is not approved in full or in part then the student must pay the fees
 - that the fees due are to be paid on behalf of the student by a sponsor. A sponsor is normally an employer or a training body, a government agency or a trust or Iwi authority, When the University fees are not paid by the due date on behalf of the student, the student must pay all University fees
 - the student would suffer unreasonable hardship by being required to pay fees before semester start date.

It is not possible to pay fees by deduction from Student Allowance payments.

7. Application to add papers after the original Enrolment Application has been lodged must be accompanied by the additional tuition fees estimated to be due. If the student has accepted an Offer of Place and then wants to add papers or substitute papers, then if the University agrees a Confirmation of Enrolment will issue which will constitute a variation of the enrolment agreement and is deemed to be a new enrolment agreement.
8. Students who withdraw from a particular paper or all or part of their programme after the final withdrawal date for a tuition fee refund, shall remain liable for the fees assessed for the withdrawn paper(s).
9. Delivery of any services or teaching material does not, in itself, constitute an undertaking by the University that a student's enrolment for tuition will be continued if fee payment is not completed. The University may, at the University's option, cancel the student's enrolment if any of the University fees are not received. If cancellation occurs after the final withdrawal date for a refund then all University fees are payable.
10. Invoice/Fees Statements will be issued monthly to all students who have outstanding fees. When any fees are 60 days or more overdue the University may, at the University's option cancel the enrolment of the student or suspend the enrolment. Suspension means that students:
- no longer have access to University facilities
 - will not receive grades for papers
 - will not have access to their academic records
 - may not re-enrol at Massey University until the fees due have been paid in full.

Cancellation means the person concerned is no longer a student at Massey University and has no right to engage in any papers and no privileges afforded to students. Even when enrolment is cancelled or suspended, all fees owing to the University must be paid.

11. Refund of tuition fees shall be made to students who withdraw in the manner required from their paper(s) before 10% of the study period has elapsed as defined by the paper start and end dates (see Enrolment Regulations). Students who withdraw from all of their study at Massey University within the time and in the manner required to obtain a tuition fees refund must pay a withdrawal fee. Commission paid by Massey University to agents for international students will be deducted from any refund in respect of the papers withdrawn from. Note that Doctoral students are subject to different fee refund provisions which are outlined in regulation 14 of these regulations.

When the University receives written notice from an international student that he or she has attained permanent residence in New Zealand, then, for any paper which has not been undertaken or less than 10% has been undertaken (measured from the paper start and end dates) at the date of receipt of the notice, the University will refund the student the difference between tuition fees received and the domestic tuition fees for the papers concerned. The University may require evidence of the change of status

Refunds due for overpayment of fees or in the event of withdrawal with a refund of tuition fees are made as soon as possible once enrolments and financial support provisions have been established for a particular study period. In any case, where a specific request is made for a refund that has been approved, such refund will be made within 28 days. If the refund cannot be made a written statement shall be provided to the

student as to why the refund cannot be made, together with a date by which the refund shall be made.

12. Massey University accepts no liability to pay interest or other consideration in respect of monies held in full or part payment of University fees and is not liable to the student or anyone else for exchange rate movement, conversion charges, bank fees, or fees paid to recruitment or immigration agents. This also includes charges incurred by students through Studylink.
13. Partial refunds are normally made directly to the student who is enrolled. Any sponsored student to whom a partial refund is made shall be responsible for reimbursing any other party (such as a sponsor or government agency) who has paid fees on their behalf. However, where practicable, partial refunds will be made direct to the government agency responsible for any fees paid where the University is party to such an agreement.

When international students withdraw from their programme of study at Massey University, in the manner required, before 10% of the study period has elapsed, and cannot provide evidence of a long term visa to remain in New Zealand, partial refunds will be made to a bank account in the student's home country, as nominated by the student. Where students withdraw from Massey University and enrol at another institution in New Zealand, partial refunds will be made directly to the relevant institution.

In the case of students who are deceased, partial refunds, where applicable, are made to the estate of the person concerned, care of the next of kin as notified to the University.

PhD Doctoral Students

14. (a) Fees for PhD candidates are due on initial enrolment and thereafter on the anniversary of their provisional registration of their enrolment date, having regard for any period of suspension of their studies.
- (b) Candidates undertaking PhD programmes whether studying full-time or part-time, shall be charged the annual tuition fee in full for up to four years. Thereafter, no further tuition fee shall be charged unless the candidate extends their candidature beyond their official thesis submission date. See Clause 14(d).
- (c) Candidates undertaking Named Doctorate programmes are required to pay their course work, practicum, internship, tuition and thesis fees as required by each programme.
- (d) The following special provisions apply to all Doctoral candidates tuition fees during the year of Doctoral thesis submission, or for candidates who either withdraw from their programme or extend their candidature:
- for candidates who submit their thesis, or withdraw from their programme, within three months following the anniversary of provisional registration (adjusted for any period of suspension), the tuition fee for that year shall be refunded in full.
 - for candidates who submit their thesis, or withdraw from their programme, within six months following the anniversary of first enrolment (adjusted for any period of suspension), fifty percent of the tuition fee for that year will be rebated.
 - for candidates who submit their thesis, or withdraw from their programme, after six months following the anniversary of first enrolment (adjusted for any period of suspension), the full tuition fee for the year must be paid.
- (e) Candidates who have had their oral examination and are required to complete further work on their thesis and be re-examined, will be re-enrolled, and must pay the full tuition fee for the duration of the re-examination period until re-submission of the thesis. Provisions in clause 14(d) will apply from the date the candidate is notified of the required further work.

Masters Students

15. (a) Masters students pay tuition fees for the actual credits/papers for which they are enrolled each year. Fees do not maximise at 1.0 EFTS (120 credits).
- (b) When Masters research is not completed in the year of enrolment, the student must re-enrol for the next year and pay tuition fees. Exceptions are:



(i) If the thesis is completed and submitted before 31 March of the following year, the student does not need to re-enrol or pay fees. Late enrolment will be accepted if the thesis is still not completed by 31 March.

(ii) If the thesis is being completed on a part-time basis (the HOD must be able to verify that this was arranged on enrolment), then the student is permitted to apply for Carry Forward of Postgraduate Enrolment. No tuition fee is charged for students enrolling in the immediately subsequent period under these circumstances.

Fee Grandparenting Regulations for Full Fee-Paying Students

Council may at its discretion grandparent fees for full fee-paying students who enrolled in 2008 and earlier (students for whom the University receives no Government subsidy). Fee grandparenting means that tuition fees will be held at the same level as that set for the programme of study concerned at the time Council grandparents fees. Full fee-paying students who were enrolled in 2008 and earlier, and who enrolled at the time of grandparenting will therefore know the full extent of fee liability for a given period.

The following regulations will apply:

Duration

Fee grandparenting will apply for the lesser of the period set by Council or the relevant minimum period for completion of the programme of study concerned as a full-time student. This period also applies to extramural and part-time students but on the basis such students are full-time students. In such cases where Council has at its discretion determined grandparenting will apply for the relevant number of years for completion of the programme of study, papers credited to a programme of study will be deducted from the relevant period for completion of the programme of study as a full-time student. For example if a student receives credits equivalent to the first year of study for a full-time student enrolled in a three-year programme of study, fees will be grandparented for two years.

Application of Grandparenting

1. Fee grandparenting will apply to tuition charges only, unless Council includes other separate charges at the time of fee grandparenting. For example some papers or programmes may have practicum charges or other sundry charges attached to them.
2. Fee grandparenting will not apply to Non-Tuition Fees (e.g Enrolment Fee, Student Services Levy, Students Association Fees and other variable fees).

Student Eligibility

Fee grandparenting applies only if the student remains continuously enrolled in the programme of study the student was enrolled in at the time the Council grandparented the fees concerned. Grandparenting does not apply to students who change their programme of study. Grandparenting does not apply to students who first enrol in 2009 and in subsequent years.

Students' Association Fee Regulations

1. Students may elect to join a Student Association. The full fee must be paid to the University with other fees at the time of enrolment.

Halls of Residence Fees Regulations

1. Resident students shall pay accommodation fees at the prescribed rates.
2. Accommodation Fees for each semester shall be paid as scheduled.
3. Any resident student whose accommodation fees are not paid by the due date may be debarred from residence unless special arrangement has been made with the Accommodation Services Office. A penalty fee shall be added to any outstanding accommodation fees, which will also jeopardise the receipt of University examination results and could result in debt collection proceedings being taken.
4. Any resident student intending to withdraw from study may also be required to withdraw from University accommodation. Application forms for release from University student accommodation are available from Accommodation Services.

Financial Support

Student Allowances and Loans are administered and paid by StudyLink. Student Allowances and Loans can be applied for on-line: www.studylink.govt.nz

Scholarships

Details on the scholarships available from Massey University are published on the Internet:
<http://awards.massey.ac.nz/>

Further information is available from Massey Contact at each campus or telephone 0800 MASSEY.

