



AUCKLAND (PUKEKOHE)
TAURANGA (BAY OF PLENTY)

STUDENT HANDBOOK
2026

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WELCOME

I am proud to introduce Franklin Institute of Agri-Technology (FIAT) which is strategically located in the Franklin region of Auckland, the horticulture hub of New Zealand. We enjoy proximity to the airport, major facilities and the vibrant life of Auckland city, beautiful beaches and rolling lush green landscapes.

Horticulture plays a significant role in New Zealand's domestic and export economy.

For the year ending June 2024, the total value of Horticulture produce has reached \$7.5 Billion, with exports exceeding \$5 billion, This forms about 7% of the total exports from NZ. Further, the NZ Government has ambitious plans to increase horticulture exports to \$12 Billion by 2035. The strategy to achieve these focuses on five outcomes:

- Grow sustainably
- Optimize value
- Māori are strong in horticulture
- Action underpinned by science and knowledge
- Nurture people.

Horticulture NZ, the national peak body, in their Horticulture Manifest May 2023 says under 'nurture our people' that horticulture employs 40,000 people, but we face a ***chronic labour shortage***. To reach our potential, we must attract and retain many more motivated and skilled people to work in horticulture, from both New Zealand as well as overseas. Horticulture is a rewarding career with opportunities in technology, research and commerce. We need a much larger base of people with the skills to drive the industry forward.

In addition to the above, various other government surveys/reports over the last two decades have identified the availability of well-trained staff as an important enabler for future expansion of the horticultural sector

FIAT is a unique educational institute which caters to the acute shortage of skilled workforce in the horticulture sector. To meet this need of the industry, FIAT is offering training programs in horticulture production leading to specialist qualifications: the New Zealand Certificate in Horticulture Production L 4 (one year) and the New Zealand Diploma in Horticulture Production L 5 (both one year and two-year programmes). These qualifications are approved and accredited by NZQA (New Zealand Qualifications Authority) and recognized for funding for domestic students by TEC (Tertiary Education Commission).

FIAT delivers these programs from two production sites: Kingseat in South Auckland and Tauranga in Bay of Plenty. Each site has greenhouses and outdoor space, growing facilities and support buildings to facilitate student practical learning. We have highly qualified staff (PhD and Masters,) who are well experienced in the horticulture production and training sector.

Our broad vision is to provide relevant academic and practical training in the area of commercial horticultural practices. This will address the needs of field production on one hand and the

sensitivities of quality, safety and traceability of the 'Greens supply chain' on the other hand. With the scientific knowledge and modern skills acquired through these programmes, students can take up positions in different aspects and levels of the horticultural industry and service the supply chain effectively. Almost all graduates from FIAT have been employed in relevant jobs and are well received by the industry. The industry still reels under a huge unfilled demand from the horticulture sector which FIAT strives to fulfil.

FIAT operates as a part of the Rupex Group which has been operating successfully in New Zealand for twenty-five years. We look forward to you joining our group and sharing with us your challenges and successes. As a member of our Institute, we will endeavor to provide you with our complete support to help you achieve your goals of successful learning and preparing for a strong, prosperous, and satisfying career in the horticulture industry. As a group, we will be happy to provide students with the necessary guidance for adapting to the way of life and settling down in New Zealand.

For building your bright future in the most beautiful country New Zealand, please contact us.



RAJ SAINI PhD (Crop Sciences)

Director/CEO: Mobile: +64 27 278 2789 WhatsApp: +64 27 278 2789

Office: +64 9 236 3738 Email: rupexnz@outlook.com | horticareers@gmail.com

Address: 760 Glenbrook Road, Kingseat, Auckland 2679, 170, Wairoa Road, Tauranga, BOP
Franklin Institute of Agri-Technology www.fiat.ac.nz

Rupex Growtech Ltd www.rupex.co.nz

Pots of Joy www.potsofjoy.co.nz

STUDENT HANDBOOK – PART A

Franklin Institute of Agri-Technology (FIAT) is located south of Auckland on the fringes of major vegetable growing area of New Zealand. FIAT was established in 2015. In 2019 a second campus was established in the Bay of Plenty, one of New Zealand's major fruit-growing regions and home to the kiwifruit industry.

FIAT is a government-registered Private Training Establishment (PTE). Both campuses are housed on horticultural production sites and operate as part and parcel of Rupex Group of companies. The institute is locally owned and operated by Rupex and its directors. Rupex Growtech Ltd has been operating in New Zealand since 1998 in horticultural production and of late had been involved in offering training leading to the National Certificate in Horticulture under the aegis of the New Zealand Primary Industry Training Organization.

OUR PEOPLE

FIAT was established with joint efforts of several people working together to pool their vision, ideas and efforts in one direction of providing quality and practical training in the field of horticultural production. The main people behind this institution's establishment and management are:

GOVERNING BOARD

DR. RAJ SAINI (Director/CEO) M.Sc. (Botany), Ph.D. (Crop Sciences) has more than 45 years' experience in agricultural research & development; evaluating, standardization and generation of location specific technology; commercial crop production, agri-based exports, staff training and technology transfer (India, Nigeria and New Zealand). Raj has more than 45 publications in national and international periodicals. He has strong ties with the horticultural industry and operates as part of this sector. He has a strong passion for mentoring young people to build their careers and organizing their lives.

DR. RATTAN SAINI (Director and Advisory Committee) has a degree in medicine (Bachelor of Medicine and Bachelor of Surgery) from The University of Auckland and is working as a General Practitioner (Medical Doctor) in Franklin District. With more than 10 years of engaging with the local people, she is well conversant with the issues and potential of the local communities.

RAVI SAINI (Director & Business Manager) holds a Master of Business Administration (MBA) from The University of Auckland and a Diploma in Horticulture from Manukau Institute of Technology, Auckland. He has been involved in the management of Rupex group for more than fifteen years.

DR. HARNOOR SAINI (Director) holds Master and Ph.D. degrees in Bio-Engineering from Stuttgart University, Germany and currently working as Senior Research Fellow with Bio-Engineering Institute, Auckland University. He brings in Academic focus and helps us to keep up with the current thinking in teaching and research.

GILES BROOKER (Independent Director) is a leading international education capability development consultant and advisor. He is also a Fellow of Governance New Zealand.

MANAGEMENT and ACADEMIC STAFF

DR. RAJ SAINI (Director/CEO):

DR DAWAR KHAN: (Programme coordinator/Lecturer), M.Sc. and Ph.D. in Horticulture (Lincoln Uni. NZ) and has long-term teaching and practical experience.

JASMEET GIRGLA: (Lecturer and Student Manager), holds horticulture and tertiary teaching qualifications and practical horticulture production experience of more than ten years in New Zealand.

JACKIE CLARKE (Admin Manager), has long-term experience working with academic institutes, liaising with NZQA and students of different cultural backgrounds.

ADVISORY COMMITTEE

MARK BALL (Advisory Committee) plays an active role in business and community development, especially in rural Auckland. Mark is a recipient of The Queen's Service Medal (QSM) and a Justice of Peace (JP) and Ex-Mayor of Franklin District Council. He also lends significant leadership in providing us with overall direction and integration of our programmes with the national framework.

KIRAT MAKHAN (Advisory Committee) is a leading grower/manager and is a representative of the Pukekohe Vegetable Growers Association (PVGA), a pioneer association in Franklin region. Kirat is well versed with the industry's changing needs on one hand and the ambitions of upcoming youth on the other hand.

GRAHAM WINDROSS (Advisory Committee) is the director and owner of Zealandia Horticulture which is New Zealand's largest company supplying a range of high-quality seedlings to garden centers and commercial growers.

GRAHAM WALKER (Advisory Committee) is a Senior Scientist from Plant and Food Research and has countrywide and international expertise in disease pest management.

MICHAEL HILL (Advisory Committee) Supplier and Export compliance Manager, Have long experience of supply chain in horticulture, represent J & P Turners' group

DR. RATTAN SAINI (Director and Advisory Committee)

GILES BROOKER (Independent Director and Advisory Committee) is a leading international education capability development consultant and advisor. He is also a Fellow of Governance New Zealand.

ACADEMIC BOARD:

DR. SUSAN SHAW An experienced Health Sector academic and manager. Currently Associate Dean at the Faculty of Health and Environmental Sciences, Auckland University of Technology

DR. CLIVE CORNFORD An experienced academic and education sector manager with broad cross-discipline knowledge and experience (Primary Industries, Science, Health, Business, and IT). His PhD is in Biological Sciences with a focus on horticulture.

Independent External Assessments:

In 2017-18 we were reviewed by both the Primary Industry Training Organisation and NZQA. Both reviews gave us very positive feedback reports, as below:

The **PRIMARY ITO** visited on 10th November 2017 and concluded in their final report:

“FIAT learners have access to the commercial premises to complete practical tasks, allowing them to work in a real work environment. Students have dedicated classrooms space for theory lessons, with technology and staffing to assist in their learning”.

“Overall, FIAT is developing a good training base which is well resourced and located to provide horticulture training”.

The **NZQA EER** visit which took place on 24th and 25th January 2018. In the summary of results the report noted:

“Students at Franklin Institute achieve well and gain transferable and sought-after skills and employment. Pass rate of 98 per cent is supported by positive moderation results from Primary ITO. The ITO’s visit and cluster moderation meetings are showing that that student achievement is consistently above and beyond national medians. Management has supported and accomplished a high standard of student engagement, progress and achievement, with 100 per cent industry-based employment for graduates. There is significant demand, including locally, for reliable workers in nurseries and market gardens”

“NZQA is confident in the educational performance and in the capability in self-assessment of Franklin Institute of Agri-technology.”

As a result of the NZQA EER assessment, the Franklin Institute of Agri-Technology’s NZQA rating was set at **Category II**.

NZQA EER (Feb 22) REPORT EXTRACTS:

‘Franklin Institute of Agri-Technology (FIAT) delivers horticultural industry education at two commercial production sites – one in Franklin, one in Bay of Plenty. The majority of students are international. FIAT’s fit-for-purpose programmes and extensive networks in a thriving sector of employment help support positive outcomes for students and graduates. Recent consolidation of quality management processes is contributing to improved self-assessment strategies and outcomes.’

‘There is strong evidence that graduates gain improved outcomes as a result of the qualifications gained. Graduates acquire skills that meet the current skills shortage in New Zealand. Employers benefit from acquiring work-ready staff with the necessary skills to work with some autonomy.’

‘FIAT is delivering programmes that clearly meet the needs of primary stakeholders. FIAT’s engagement with industry is continuing to strengthen with time, and discussions around improving and extending programmes are solid and authentic.’

‘FIAT has strong support systems in place at both campuses, that enable students to progress well through their programmes. Self-assessment activities lead to improvements in the programme and student welfare.’

Confident in educational performance

Confident in capability in self-assessment

As a result of the NZQA EER assessment, the Franklin Institute of Agri-Technology's NZQA rating was set at **Category II**.

CONSISTENCY REVIEWS 2025: During 2025, NZQA conducted consistency reviews and results are as follows:

New Zealand Certificate of Horticulture Production Level 4:	SUFFICIENT
New Zealand Diploma in Horticulture Production Level 5:	SUFFICIENT

FIAT is the only PTE included in the review and has achieved the same level of the outcome as all others which are Government-funded Institutes of Technology.

OUR PROGRAMMES

- NEW ZEALAND CERTIFICATE IN HORTICULTURE PRODUCTION Level 3 (SIX MONTHS)
- NEW ZEALAND CERTIFICATE IN HORTICULTURE PRODUCTION Level 4 (ONE YEAR)
- NEW ZEALAND DIPLOMA IN HORTICULTURE PRODUCTION Level 5 (ONE YEAR)
- NEW ZEALAND DIPLOMA IN HORTICULTURE PRODUCTION Level 5 (TWO YEARS)

We specialize in horticulture only!

Recognizing the emerging need for trained horticultural staff in the country on one hand and our in-house capability to provide hands-on, practical, and high-quality training on the other hand, we are offering teaching/training in horticulture production leading to 'New Zealand Certificate in Horticulture production L 4 and NZ Diploma in Horticulture Production L 5'. These programmes are fully approved and accredited by NZQA (New Zealand Qualifications Authority) and moderated by the Primary ITO, the National Standards-Setting Body for agriculture/horticulture training in the country.

The study programme is spread over one/two years with on-site teaching and practical training, preparing students for different levels of qualifications in Horticulture. These qualifications make graduates eligible to take up horticultural jobs at different levels and aspects of horticulture in New Zealand and abroad.

STRUCTURE

The study programme for each year will be spread over four trimesters, each trimester running over 10 weeks. Adequate breaks are allowed for students and teachers to complete any pending work and prepare for the following trimester. The teaching curriculum, developing basic understanding of modern growing systems and practical training in crop growing, runs throughout the year to give students a good understanding and skills in growing in four different seasons. The students progressing to Diploma level move to more complex and technical issues and develop analytical and decision-making skills in addition to the practical and operational skills. Students gain a holistic view about horticulture production in general, and specialize in Nursery Production, the availability of quality planting materials being the heart & soul of commercially viable production systems.

COURSE CONTENT:

Year One covers the requirements for the New Zealand Certificate in Horticulture Production Level 4 (Nursery Production Strand) and will consist of an orientation and 9 assessed modules (125 credits). Year Two covers the requirements for the New Zealand Diploma in Horticulture Production Level 5 (Nursery Production Strand) and will consist of 10 assessed modules (120 credits).

NZ CERTIFICATE IN HORTICULTURE PRODUCTION Level 4 (one year) 125 CREDITS
(and first year NZDHP Level 5/2yrs)

Modules	Credits	Level
Orientation	0	0
The aim of the orientation is to help students understand the requirements of their programme, establish good study, work and health and safety habits and, for international students, to set a strong grounding for their period of living and studying in New Zealand.		
411v3: Plant Propagation Operations 1 – Seeds	15	4
The aim is to enable students to propagate and monitor growth of nursery plants from seed in applicable conditions to achieve specified production goals and standards.		
412v3: Plant Propagation Operations 2 – Cuttings	15	4
The aim is to enable students to propagate and monitor growth of nursery plants through vegetative propagation (cuttings) in applicable conditions to achieve specified production goals and standards.		
413v3: Plant propagation Operations 3 – Propagules	15	4
The aim is to enable students to propagate and monitor growth of nursery plants through vegetative propagation from propagules (bulbs, tubers, rhizomes etc.) in applicable conditions to achieve specified production goals and standards and manage operations.		
414v3: Plant Propagation Operations 4 – Budding and Grafting	15	4
To propagate and monitor growth of nursery plants using budding and grafting techniques in applicable conditions to achieve specified production goals and standards and manage operations.		
415v3: Working with Agrichemicals	10	4
The aim is to develop understanding and practical skills in the safe and sustainable use of agri-chemicals and apply these in nursery operations to achieve production goals and standards.		
421v3: Growing Environment Management Techniques	15	4
The aim is to develop understanding and analytical skills of environmental management techniques and sustainable practices for optimizing crop production.		
422v3: Sustainable Plant Health Management Practices	10	4
The aim is to develop understanding and analytical skills for prevention of losses in crops due to diseases, insect pests, weeds and other factors, with minimal impact on the wider environment by applying sustainable practices.		
423v3: Sustainable Crop Production Management	20	4
The aim is to enable students to apply knowledge of sustainable environmental, plant growing and plant protection practices in the implementation and monitoring of crop health and growth over four seasons.		
431v3: Team Leadership	10	4
The aim is to enable students to gain the knowledge and skills to enable them to successfully supervise and provide instructions to a team.		

NZ DIPLOMA IN HORTICULTURE PRODUCTION Level 5 (one year) 120 credits

(and second year NZDHP Level 5/2yrs)

Modules	Credits	Level
510v2: Nursery Operation Systems and Physical Resources	15	5
The aim is to enable students to develop the knowledge and skills to plan and manage efficient nursery crop production operations and their requirements.		
511v2: Nursery Production Operations 1 – Seeds	10	5
The aim is to enable students to develop the knowledge and skills to plan and manage efficient nursery crop production operations, for growing plants from seeds.		
512v2: Nursery Production Operations 2 – Vegetative Propagation	10	5
The aim is to enable students to develop the knowledge and skills to plan and manage efficient nursery crop production operations for vegetative plant propagation.		
513v2: Nursery Production Operations 3 – Budding and Grafting	10	5
The aim is to enable students to develop the knowledge and skills to plan and manage efficient nursery crop production operations, for growing plants using budding and grafting techniques.		
514v2: Nursery Production Operations 4 – Mechanisation	10	5
The aim is to enable students to develop the knowledge and skills to plan and manage efficient nursery crop production operations, using specialist equipment and irrigation systems.		
515v2: Nursery Crop Production Operations – Agrichemical Management	10	5
The aim is to enable students to develop the knowledge and skills to plan and manage the safe, sustainable and efficient use of agrichemicals to achieve crop production goals with minimum impact on the environment.		
521v2: Sustainable Growing Environment Management	10	5
The aim is to help students plan, manage and adjust climatic factors to create an optimum nursery plant growing environment to achieve production goals and standards.		
522v2: Sustainable Plant Health Management	10	5
The aim is to develop knowledge and skills in identifying and analysing plant diseases, pests, weeds and sustainable management practices.		
523v2: Apply Sustainable Crop Management Practices	20	5
The aim is to optimise production by applying knowledge and monitoring of environmental factors, advanced plant protection techniques and sustainable practices over four seasons.		
531v2: Leadership and Relationship Management	15	5
The aim is to help students develop leadership and relationship management skills for working with team members, clients and stakeholders in the horticulture sector.		

NZ DIPLOMA IN HORTICULTURE PRODUCTION Level 5 (two years) incorporates the above two programmes and is delivered in continuation.

Students are required to attend on-site classes for 20 hours a week and do another 13 hours of self-learning which includes 5-8 hours of work experience in the horticulture sector (Paid or volunteer). International students should not work for more than 20 hours a week while enrolled in the course.

The programme is designed to enable graduates to work autonomously and apply their technical skills and knowledge to manage horticulture production operations to maximise effectiveness and productivity.

Throughout the programme, there will be continued emphasis and training provided on workplace safety, quality and tractability, cultural sensitivities, and ethics in the workplace and social life.

Students will also be given options to study for 'Growsafe and Approved Handler' certification and 'Forklift Driving License.' FIAT do not run these courses, however, students will be directed to registered and recognised external providers for this study. Occasionally if there are enough students wanting to do these courses FIAT can arrange for these providers to deliver their courses on site.

BECOMING A FIAT STUDENT

APPLICATION AND ENROLMENT PROCESS

INTAKES: We are offering four intakes a year: First week of **January, April, July, and October**. Our intention is to limit our enrolments to 20 students in a batch to ensure the best possible outcomes for all students.

DOMESTIC STUDENTS

Contact FIAT: If you are interested in enrolling with FIAT, you should first contact the Administrator at FIAT at horticareers@gmail.com

Receive information: FIAT will send you more information including a course information pack, links to more information on our website, response/s to any specific questions, a FIAT Registration Form and a list of necessary Supporting Documents.

Submit application: You will need to send to FIAT the completed FIAT Registration Form along with verified copies of supporting documents.

Offer letter: Once all supporting documents are received, the application will be assessed. All successful applicants will be sent an Offer of Place, or a Conditional Offer of Place. Any unsuccessful applicants will be notified of the outcome with reasons listed. If you have a few requirements outstanding, you will be issued a Conditional Offer of Place. If you receive a conditional offer of place, then you will need to meet all the conditions before an unconditional offer is sent or before you can join the study.

Arrange payment of fees: After you receive an Unconditional Offer of Place and accept the offer (AOOP), if you do not qualify for free fees, you will need to pay the fees to Public Trust as notified in the offer letter. Within two working days of Public Trust receiving the fee payment our Administrator will email the Public Trust receipt to you along with your start date/days/times and any other advice on commencement as necessary.

Sighting documentation: Our Administrator will need to sight your original documents before you start studying with us. This includes evidence of citizenship or permanent residency such as New Zealand passport, birth certificate with place of birth stated (as NZ, Cook Islands, Tokelau or Niue), certificate of identity, statement of whakapapa (including DOB countersigned by a Kaumatua, New Zealand certificate of citizenship or overseas passport with residency stamp. You may also need to show your original education documents such as certificates.

Enrolling as a Student: You will be given an induction/orientation to FIAT and be issued with a hi-vis safety vest. You will also need to complete an enrolment form, emergency contact form, sign your Public Trust form (if you have paid fees) and we will take a photo of you for your student ID card.

INTERNATIONAL STUDENTS

Contact FIAT or one of our Agents: If you are interested in enrolling with FIAT, you should first contact either one of FIAT's agents/consultants or directly contact the Administrator at FIAT at horticareers@gmail.com

Receive information: FIAT (or our agent) will send you more information including a course information pack, links to more information on our website, response/s to any specific questions, a FIAT Registration Form and a list of necessary Supporting Documents.

Submit application: You will need to send to FIAT (either directly or through our agent) the completed FIAT Registration Form along with verified copies of supporting documents.

Offer letter: Once all supporting documents are received, the application will be assessed. All successful applicants will be sent an Offer of Place, or a Conditional Offer of Place. Any unsuccessful applicants will be notified of the outcome with reasons listed. If you have a few requirements outstanding, you will be issued a Conditional Offer of Place. If you receive a conditional offer of place, then you will need to meet all the conditions before an unconditional offer is sent or before you can join the study.

On-Shore International students: After you receive an Offer of Place and send the Acceptance of offer (AOOP) to FIAT, you will then be required to pay the fee as notified in the offer letter. Within two working days of Public Trust receiving the fee payment, our Administrator will email the Public Trust receipt to you (and copy your agent if applicable). We will also email you a revised offer of place, showing the amount and date paid. You will then be able to apply for a student visa. You **must** notify FIAT of your visa status/approval and email a copy of your visa to FIAT. FIAT will in turn purchase your student insurance and send a confirmation letter.

Overseas Students: After you receive an Offer of Place and send the Acceptance of offer (AOOP) to FIAT, you will need to contact your agent who can assist you with the student visa application. You will be notified by Immigration New Zealand when to pay your fee. Within two working days of Public Trust receiving the fee payment, our Administrator will email the Public Trust receipt to you (and copy your agent if applicable). We will also email you a revised offer of place, showing the amount and date paid.

Visa Approval: You or the Agent **must** notify FIAT of your visa status/approval and email a copy of your visa to FIAT. FIAT will then turn purchase your student insurance and send a confirmation letter. Once you receive your student insurance, you can then make arrangements for travel and intimate FIAT of your arrival date and time.

Arrive in NZ: When you arrive in New Zealand, FIAT will welcome you to the new country of your study and provide you with guidance and support to settle in the new place and start study.

ENTRY REQUIREMENTS

General requirements for admission to the Franklin Institute of Agri-Technology programmes are:

NEW ZEALAND CERTIFICATE IN HORTICULTURE PRODUCTION Level 4:

- 17 years and above for Domestic Students
- Achievement of NCEA Level 2 or Senior Secondary (At least year 12) or equivalent.
- Physical fit to undertake practical aspects of the programme (About 60-65% of the programme will involve fieldwork).

Additional admission requirements for international students are:

- 18 years and above
- English language competency as demonstrated by the achievement of IELTS overall band score of 5.5 (with no band lower than 5) or PTE score of 42 with no band score less than 36, or equivalent.
- Compliance with the New Zealand Immigration Service requirements for granting of a Student Visa.

NEW ZEALAND DIPLOMA IN HORTICULTURE PRODUCTION Level 5

- 18 years and above.
- Achievement of NCEA Level 2 or Senior Secondary (At least year 12) or equivalent.
- Physical fit to undertake practical aspects of the programme (About 60-65% of the programme will involve fieldwork).

Additional admission requirements for international students are:

- English language competency as demonstrated by achievement of IELTS (Academic) overall band score of 5.5 (with no band lower than 5) or PTE score of 42 with no band score less than 36, or equivalent.
- Compliance with the New Zealand Immigration Service requirements for granting of a Student Visa.

The progression to NZ Diploma Level 5 is normally through NZ Certificate Level 4. However mature students with a practical understanding/experience of horticulture can join Diploma Level 5 directly.

FEES

INTERNATIONAL STUDENTS (Offshore):

Tuition Fee:	NZ\$ 18,000.00
Admin/Resources/Material fee:	NZ\$ <u>3,000.00</u>
Total programme fee for one year (including GST):	NZ\$ 21,000.00

INTERNATIONAL STUDENTS (Onshore/in NZ):

Tuition Fee:	NZ\$ 14,000.00
Admin/Resources/Material fee:	NZ\$ <u>2,500.00</u>
Total programme fee for one year (includes GST):	NZ\$ 16,500.00

INTERNATIONAL STUDENT INSURANCE (as at 2025):

Orbit Protect Student LITE - \$669/year or Student PRIME - \$786/year

INTERNATIONAL STUDENTS' LIVING COSTS REQUIREMENT: International students are also required to provide evidence of living costs funds which are currently NZ \$20,000 for each year. These funds need to be deposited into a designated student bank account and are released back to students on a fortnightly basis to meet their expenses when are studying in New Zealand.

DOMESTIC STUDENTS:

Tuition Fee: \$5,600/
Fees free scheme available for eligible students. Our tuition fees are registered with NZ StudyLink for Loans and Allowances. However, students will need to check with StudyLink to confirm if they are eligible.

OTHER EXPENSES:

Other than the above fees, students are required to buy their own work boots and protective clothing. Students may wish to gain their Growsafe Certificate and/or their Forklift Licence. These courses are **optional and are extra** to their studies with FIAT. Approximate costs are indicated below.

<u>Title</u>	<u>Estimated Cost - may vary</u>
Boots and Protective Clothing (Required)	\$250.00
Growsafe Certificate (Optional)	\$500.00
Forklift Licence (Optional)	\$500.00
Laptop (Optional)	\$1,500.00

ACADEMIC PROCESS COSTS:

FIAT reserves the right to charge additional fees for students who do not achieve an assessment and wish to re-sit it or need to undertake the study of a module again. Charges relate to the time and resources required to set up and manage practical assessments.

<u>Title</u>	<u>Estimated Cost - may vary</u>
Re-sits of tests	\$100.00
Re-enrolment in a module	\$150.00 per credit.
Reissue of a certificate/diploma	\$50.00

FEE PROTECTION:

FIAT ensures that your fees are protected while you study with us. Your fees towards your course of study go directly into a Public Trust (Govt.) account in your name. The Public Trust will retain your fee and after you have joined the studies, it will pay FIAT regularly as your study progresses. The unutilized balance amount is kept safely in the Public Trust account.

FIAT will give you a Public Trust "Fee Protect" application form for you to complete. You must sign and initial your Public Trust document before any tuition fee is paid to FIAT. Normally we will get you to complete this within seven days of starting the course. Your enrolment may be postponed or declined if your StudyLink or Public Trust documents are not completed within four weeks. If you want more information, contact Public Trust direct on 0800 494 733 or visit www.publictrust.co.nz

WORK RIGHTS FOR INTERNATIONAL STUDENTS:

- International students are eligible to work for twenty hours a week during the term, and full time during the school holidays, helping students to meet part of their costs in NZ. Being located very close to main vegetable/horticulture production areas will facilitate finding work easier. This will also help with the practical side of their studies.
- After successful completion of the programme, international students will be eligible to get an accredited employer work visa, which ranges from 3-5 years. Please check with your immigration advisor or NZ Immigration site for the latest information. <https://www.immigration.govt.nz/new-zealand-visas/visas/visa/accredited-employer-work-visa>

As horticulture is a skill shortage category, your chances of getting a job and later having permanent settlement are much higher in this area of study.

FUTURE DEMAND / JOB PROSPECTS IN HORTICULTURE

The Ministry of Primary Industries report, 'People powered,' projects that by 2025, the Horti-sector needs: 26,300 trained people to replace the natural attrition of workers, and 14,900 more workers with qualifications. These requirements are based on the industry's ambitious plan to expand, coupled with the falling enrolments of younger people in Horti-courses, have led to an acute shortage of skilled staff in horticulture sector. This shortage of skilled staff is likely to worsen if significant steps are not taken to ameliorate the situation. There is urgent need to enrol and recruit young students into horticultural programmes and careers.

RELEVANCE: FIAT's programmes have been developed to meet the operational needs of horticultural producers on one hand, and statutory requirements of quality, safety, and traceability of the 'greens supply chain' on the other hand. The programmes are delivered on-site on a commercial production site and the students learn hands-on and practical skills. They develop a thorough understanding of the production requirements with adequate awareness to commercial sensitivities of this business. With this knowledge and skills, students have been filling up positions in different aspects and levels of the horticultural industry, with minimal on-job training. Brief information about the student employment is as under:

GRADUATED STUDENTS: We have a very high success rate (100% so far) of job placement. All our graduated students are working full-time in horticulture, shouldering tangible responsibilities in the industry.

CURRENT STUDENTS: About 95% are working part-time in the horticulture industry and learning hands-on skills in addition to gaining technical knowledge through a planned study programme. In fact, we have high demand from local employers for our students. We need more students to help us respond to this demand.

JOB OPPORTUNITIES

The horticulture qualification holders will be eligible for jobs in the areas of vegetable production, nursery production and plant propagation, cut flower production, nursery retailing and garden centers, parks and reserves, conservation and green keeping, indoor plant hire, landscape maintenance, re-vegetation, and council work.

<https://www.trademe.co.nz/jobs/agriculture-fishing-forestry/horticulture>

<http://www.careers.govt.nz>

<https://www.agcareers.com/>

<https://nz.indeed.com/browsejobs/jobs?cat=Agriculture+%26+Forestry>

www.yudu.co.nz

Self-employment:

You can start small. With some experience, you can start a small, low capital input, fast recovering pilot project by taking land and greenhouse on lease. There are several possibilities e.g., greenhouse vegetables, cut flowers, herbs etc.

Further Study:

Graduates will be able to progress to higher studies such as the New Zealand Diploma in Horticulture Production Level 6 and New Zealand Diploma in Horticulture Management. The details of these qualifications are being finalized by the WDC and NZQA.

INFORMATION FOR STUDENTS

Students always come first at FIAT.

A range of guidance and support systems are available to students to ensure that a safe, caring and supportive environment is created for students that meets individual needs and provides for full personal development.

If at any time you have any needs, issues or concerns we will provide you with necessary assistance or guidance we can. FIAT is committed to helping students achieve the best outcome from their study.

TREATY OF WAITANGI

The Treaty of Waitangi (Te Tiriti o Waitangi) is an important document for New Zealand. As a treaty between the Māori people and the Crown, it provides the basis for all visitors and migrants to New Zealand to be welcomed and to live in partnership with the Māori people.

The Treaty has three guiding principles: Partnership, Participation and Protection

FIAT will encourage and help all students to learn more about the Treaty and to build positive relationships with Māori in all aspects of their life and study in New Zealand.

PASTORAL CARE OF TERTIARY & INTERNATIONAL STUDENTS - The Code of Practice

FIAT is a signatory to the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The Code is a document that provides a framework for service delivery by education providers and their agents to international students.

It sets out minimum standards of advice and care that can be expected and provides a procedure that students can follow if they have concerns about the treatment, they receive from their education provider or agent of a provider.

THE CODE OUTCOMES

The Code has 11 outcomes that are relevant to students of FIAT:

A ORGANIZATIONAL STRUCTURES TO SUPPORT A WHOLE-OF-PROVIDER APPROACH TO LEARNER WELLBEING AND SAFETY

Outcome 1: A learner wellbeing and safety system

Providers must take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.

Outcome 2: Learner voice

Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

B	WELLBEING AND SAFETY PRACTICES FOR ALL TERTIARY PROVIDERS Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups. Outcome 4: Learners are safe and well Providers must support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.
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C	ADDITIONAL WELLBEING AND SAFETY PRACTICES FOR TERTIARY PROVIDERS (SIGNATORIES) ENROLLING INTERNATIONAL LEARNERS Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners. Outcome 9: Prospective international tertiary learners are well informed Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study. Outcome 10: Offer, enrolment, contracts, insurance, and visa Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering the enrolment contract. Outcome 11: International learners receive appropriate orientations, information and advice Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.
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You can ask any of the FIAT team for more information or assistance regarding any of these outcomes. Full details of the Code requirements can be found at <https://www2.nzqa.govt.nz/tertiary/the-code/>

WELCOME AND SPECIAL INFORMATION FOR INTERNATIONAL STUDENTS

We love living in this country and hope that you will enjoy your time with us and treasure the memories forever. Some of you may even join us as future New Zealanders.

ELIGIBILITY FOR HEALTH SERVICES

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

ACCIDENT INSURANCE

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

MEDICAL AND TRAVEL INSURANCE

International students (including group students) must have appropriate and current medical and travel insurance for the duration of their travel and study while in New Zealand. FIAT has arrangements with a respected insurance company, Orbit Protect (<https://www.orbitprotect.com>), to provide insurance tailored to international students and we can arrange this for you. FIAT will purchase your student insurance as soon as we are notified of your student visa. You must have student insurance to match your student visa dates.

IMMIGRATION

If you are an international student, you must fulfil all the requirements of your student visa and maintain your student visa status for the length of your programme. Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

WORK RIGHTS

As NZDHP Level 5 is a two-year programme—international students enrolled in this programme are entitled to work in New Zealand:

- When you are a full-time student, you can work up to 25 hours a week during study periods and full-time during vacations. Please refer to the visa conditions in your passport. <https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa>
- After successful completion of study, you can apply for Accredited Employer Work Visa with suitable job offer. This visa can range from 3-5 years and gives you the right to work

full-time. <https://www.immigration.govt.nz/new-zealand-visas/visas/visa/accredited-employer-work-visa>

- Wage rate effective 1 April 2026 is NZ\$ 23.95 per hour.
<https://www.mbie.govt.nz/about/news/minimum-wage-set-for-2026>
- Please check the relevant website for up-to-date information on these aspects.

LIVING IN NEW ZEALAND

<https://www.youtube.com/watch?v=s6L6b44NSVw>
<https://www.newzealandnow.govt.nz/living-in-nz/>
www.youtube.com/watch?v=NhNbex0Ckgk
www.youtube.com/watch?v=anvvKjno2BU

TERMS AND CONDITIONS OF ENROLMENT AT FIAT

1. Students must provide all required information relating to enrolment with FIAT and this must be true and accurate, with confirmatory notarization or attestation where required. FIAT may suspend a student's enrolment if false information has been supplied or required information is not supplied by the due date.
2. Tuition fees must be paid in full to Public Trust before attendance at any class. Any attendance, while fees are outstanding is strictly at FIAT's discretion and FIAT will take the necessary steps to recover any outstanding fees.
3. FIAT will collect, use, and disclose personal information about the student in accordance with the Privacy Act 1993. Any agency holding the source of any information the students have provided on the application form is authorized to release that information to FIAT upon request.
4. Students are expected to show respect to teachers and classmates. Any form of bad behaviour, harassment of staff or students is not permitted and will lead to disciplinary action. Smoking, the use of drugs or the consumption of alcohol, is strictly forbidden anywhere on the premises.
5. International students are required to have insurance for the duration of their student visa. FIAT must be informed as soon as the student visa is received so insurance can be purchased accordingly. Students must agree to an insurance policy from Orbit Protect being purchased on their behalf by FIAT or have and submit to FIAT details of an alternative insurance policy before they leave their home country. If FIAT arranges travel/medical insurance for students, the insurance agreement will be held between the student and Orbit Protect. Pre-existing medical conditions and property are not automatically covered. Students are responsible for reading the Orbit Protect Terms & Conditions and their policy document and they must advise Orbit Protect of any inaccuracies. For any claims Students will deal directly with Orbit Protect.
6. FIAT will monitor students' learning, assessment achievements and attendance to ensure they are likely to achieve the qualification for the programme they have enrolled in. Students are required to attend 20 hours on site per week, plus 13 hours of self learning (which includes five to eight hours of practical work experience in horticulture). Any absences for

medical leave or approved valid reason may be compensated for during the holiday periods of their enrolment.

7. Students wishing to withdraw and claim a refund must discuss this with the Principal and confirm their intention to withdraw in writing to the Administrator.
 - If domestic students withdraw from the course **before commencement** of the course, they will receive a refund of all fees paid.
 - If domestic students withdraw from the course **within the first 10 days** of the course, they will receive a refund of all fees paid less the NZ government-authorized retention of, the lesser of 10 per cent of the fees paid or \$500.
 - If domestic students withdraw from the course **after the first 10 days** of the course, any refund will be at the discretion of the Principal/CEO.
 - If international students withdraw from the course **before commencement** of the course, they will receive a refund of all fees paid, less the deduction of admin costs incurred, up to a maximum of \$500.
 - If international students withdraw from the course **within the first ten days** of the course, they will receive a refund of all course fees paid, less the NZ government authorized retention of up to 25% of fees paid.
 - If international students withdraw from the course **after the first 10 days** of the course, any refund will be at the discretion of the Principal/CEO.
8. Before students use the internet at FIAT, they must read the Rules and Regulations on Computer Use in the Student Handbook and agree to abide by them. Failure to abide by this policy may lead to the termination of access to the internet via FIAT. Students may be required to pay for any internet-related costs incurred by their actions which are contrary to the policy or guidelines (as well as reasonable costs for recovering these costs).
9. Students must read and follow the FIAT Rules as documented in the Student Handbook. Any student breaching the rules and regulations of FIAT will be subject to the disciplinary procedures and penalties described in FIAT's Student Handbook.
10. Students must accept and be bound by the Terms and Conditions of Enrolment for the duration of their period of study with FIAT. The FIAT Terms and Conditions may be modified from time to time. Any changes will apply to new students (unless the change is following changes to New Zealand laws or statutory requirements in which case they will apply to all students).

FRANKLIN INSTITUTE OF AGRI-TECHNOLOGY (FIAT): Keeping in view the projected shortage of skilled staff in the horticultural industry on one hand and our in-house competence to provide practical training on the other hand, we have set up a training facility to provide hands-on and on-site training to young students, leading to New Zealand Certificate in Horticulture Production Level 4 and New Zealand Diploma in Horticulture Production Level 5. Our training programme has the following advantages:

- Hands-on training and practical learning that makes students suitable to take up horticultural jobs with minimal orientation, hence making them more attractive to the employer.
- We operate as part and parcel of the horticultural society in New Zealand and are well known in the horticultural sector. This will give a definite advantage to students compared to a stand-alone teaching set up.
- We have been running a commercially viable operation for more than fifteen years and learning at our institute will help students to develop a strong commercial acumen.
- We operate at a high level of professional and operational standards helping students to develop work and social ethics which are highly valued in the NZ workplace and society.

Overall, it is our belief that our training programme in horticulture will contribute in a positive manner to local, national and international goals, to the individual students and to our country's growth and development in a significant manner.

MEMBERSHIPS:

- Member Plant Producers Incorporated
- Member International Plant Propagation Society
- Member India NZ Business Council
- Signatory to Education (Pastoral care of International Students) Code of Practice 2016 and Education (Pastoral care of Tertiary and International Students) Code of Practice 2021

CONTACT US:

For more information about FIAT and RUPEX GROWTECH, our directors, advisors and students, and for full enrolment details, please refer to our website: www.fiat.ac.nz

FRANKLIN INSTITUTE OF AGRI-TECHNOLOGY

Physical: 760 Glenbrook Road, Kingseat, Auckland 2679

Postal: 760 Glenbrook Road, RD4, Pukekohe, Auckland 2679, New Zealand

Email: horticareers@gmail.com enquiry@fiat.ac.nz

Office: +64 9 236 3738

Mobile: +64 27 278 2789

Or contact one of our trusted partners and agents, please contact us to know the agent details closer to you:

RUPEX GROWTECH LTD is a locally owned and operated horticulture production and supply company. Established in 1998 and based in Pukekohe, a major vegetable producing area of New Zealand, Rupex has emerged as a leading supplier of vegetable planting material to the commercial growers in the Auckland region. Currently, our company's main areas of activity are:

VEGETABLE PLANTING MATERIAL:

- Crop planning: Preparing 'sow-transplant-harvest' schedule for year-round continuous production to cater to the supply chain commitments of the commercial growers.
- Procuring high quality seeds for locally adapted and high performing/stable varieties.
- Producing and supplying plug plants to commercial growers on a contractual basis
- Collecting field and market feedback and integrating it into future crop planning.
- Adaptive research to identify suitable varieties for the evolving production and market requirements.
- For the last 25 years we have been successfully servicing the greens supply chain with high quality and timely delivered plug plants for outdoor and glass house crops.

NATIVE SAPLINGS: Keeping in view the need the country's need to plant native trees to create carbon sinks and protect marginal and fragile lands, Rupex stated producing various native seedlings.

STRAWBERRY PLUG PLANTS: In recent years, in response to the market need, Rupex started producing Plug plants for strawberry hybrid varieties. The feedback from the growers is very positive and likely to expand the programme in future.

TECHNOLOGY TRANSFER:

'The Grower' magazine, an official HortNZ publication has been publishing our work/experience on various aspects of crop production which mainly focuses on the use of right varieties, disease-pest management, and greenhouses production etc. www.rupex.co.nz

ACCREDITATIONS:

Rupex group (Rupex Growtech Ltd, Franklin Institute of Agri-Technology, and its Directors) among themselves hold various professional accreditations and memberships. Important ones are listed below:

- Associate member of HortNZ, a national industry body which represents 5500 commercial fruit and vegetable growers, providing strategic direction and focus, building strong relationships with product groups and associations and working at both a national and regional level. (www.hortnz.co.nz)
- GAP (Good Agricultural Practices) accreditation for over 10 years, to ensure and maintain high standards in practices and operations in the workplace. NZ GAP is a quality assurance programme that provides a traceable, accountable system from crop to customer for production of horticultural crops. It ensures that best practices are in place for the production, packaging and distribution of New Zealand fresh produce, and reduces the risk of health, safety and environmental issues - so customers can buy with confidence. <http://www.nzgap.org.nz/>
- Growsafe and approved handler' certificate holder which covers knowledge and practices required for safe, responsible and effective use of agrichemicals, based on the Industry Standard, www.growsafe.co.nz

STUDENT HANDBOOK – PART B

STUDYING AT FIAT

ORIENTATION

During your first week of study at FIAT, we will provide a copy of the Student Handbook and information about:

- the institution's administrative operations
- its teaching programmes and assessment schedules, including clinical classes
- complaints and appeals procedures
- student fee protection
- withdrawal and refund policy and procedure
- health and safety procedures
- student welfare and support services.

In addition, we will provide international students with advice and information about:

- Code of Practice for the Pastoral Care of Tertiary and International Students
- additional welfare and support services available
- transport
- using the NZ banking system
- New Zealand law, customs and culture
- student work opportunities
- touring in and around New Zealand
- local area information and attractions.

AUCKLAND:

FIAT's Head Office and Main Campus is located at 760 Glenbrook Road in Franklin District. The entry to the property is directly from Glenbrook Road close to the newly created roundabout for slowing down the traffic. This property consists of 24 acres, and part of it is used primarily for horticultural purposes of vegetable seed/seedling and orchid cut flower production & supply. The following physical facilities will be available to students:

- Office, classroom and common room building: There are adequate classroom/student facilities available for students to study and complete their theory work. The office building is being used jointly by FIAT and Rupex. There is ample parking space if you choose to bring your own vehicle.
- Production facility: The property has three greenhouses of (GH I) 4000 Sq. M, (GH II) 2000 Sq. and (GH III) 1000 Sq. M size and an open space of more than 5000 Sq. for outdoor growing. The two smaller greenhouses are fully heated: GH II with hot air circulation and GH III with hot water circulation. The GH-I is used for growing vegetable seedlings for outdoor crops, GH-II for cymbidium cut flower production and GH-III for growing summer and hothouse crop seedling.
- Irrigation and feeding systems:
 - We have two sources of water supply: a commercial water bore (60 Cubic/day drawing rights) and a fully lined water reservoir of 1000 Cubic Meter capacity.
 - We use different irrigation systems: hand showers, ground sprinklers, overhead irrigation, drip irrigation, ebb & flow system depending on different crop requirements.
 - Different dosing systems are Dosatrone, Solution A & B with peri dosing pumps, and Electric injectors etc.
- Chemical application systems: We use different methods for applying agrichemicals:
 - Handheld chemical applicators
 - Tractor mounted sprayers
 - Chemical drenching system
 - LVM system

BAY OF PLENTY:

FIAT's Bay of Plenty Campus is located at 170 Wairoa Road, Tauranga in the Bay of Plenty. The property consists of 6 acres of land which has previously been used for a plant nursery with tunnel houses and a storage shed. It is surrounded by orchards and rural residential dwellings.

Gaining Practical experience: We have close ties with the horticultural industry. As both our campuses are located physically in the main horticultural area, students will have many opportunities to work part time in the fields and gain hands-on and practical experience.

HEALTH AND SAFETY

Franklin Institute of Agri-Technology is committed to providing and maintain a safe and healthy working environment for its staff, students, trainees, sub-contractors, visitors and anybody conducting through the hazard areas.

H&S is a joint responsibility of the employer, employees, students, trainees, contractors, sub-contractors and anybody else operating or visiting the site. Everybody should have concern and commitment to conduct themselves in a safe and cautious way to avoid any accidents or incidents from happening which might cause personal injuries, health problems, property damage, loss of production or any other negative effect. All students and trainees are always expected to act safely and responsibly to ensure their own safety, that of their fellow students and anybody else operating on the site.

FIAT will ensure that it provides a safe operating environment on the site through:

- Developing and implementing site hygiene and safety policies
- Identifying, listing and managing commonly occurring workplace hazards
- Maintaining all plant and equipment in good and safe working condition
- Making available first aid equipment and information on site
- Developing and implementing emergency and evacuation plan
- Putting proper signage on site informing about major hazards and precautions

To achieve this, we will (As based on Health and Safety in Employment act: Employer's responsibilities):

- Systematically identify hazards
- Systematically manage those hazards
- Manage hazards by either eliminating them, isolating them, or minimising them, in that order of preference
- Ensure that suitable protective clothing and equipment are used where needed
- Provide safety information to students/trainees etc.
- Provide training or supervision so that work is done safely
- Ensure that the work is not having a detrimental effect on their health
- Provide opportunities for the students/trainees to contribute to all those things.

Students/trainees/employees must share in the responsibility for Health and Safety. They must:

- Take all necessary precautions ensuring their own safety
- Not do anything which can compromise others safety
- Wear necessary protective clothing and safety gear wherever required
- Inform FIAT of any potential hazard to their fellows and their teacher or admin staff

- Keep themselves informed about the safety procedures and knowledge by participating in all H&S related briefings and by reading all notices and papers/manuals given to them
- Use machinery and equipment only if they have been trained or permitted to use
- Maintain safe speed limits and park vehicles/machinery/equipment in a safe way specially to avoid roll-overs or roll downs.

Contractors and sub-contractors will be advised of:

- Any site-specific hazards which they might be exposed to and hazards management options, for the period the contractor is operating on site.
- Emergency and evacuation plan

Contractors must provide documentation to confirm that they are complying with their HSE act 1992

The H&S procedures will be developed and managed as a joint effort and FIAT will clearly allocate responsibilities to itself, staff, students, trainees, contractors etc. so that everybody is aware of the hazards and play their role properly to minimise any ill effects during operations

All people operating on site can familiarize themselves further with H&S requirements by visiting Websites:

<http://www.business.govt.nz/worksafe>
<http://www.dol.govt.nz/hs/law/quickguide/ammendment.shtml>

Your teachers and supervisors will ensure that conditions, equipment, information, guidance and supervision for students are delivered in a safe and healthy manner. You will be made aware of any hazards as required by Occupational Safety and Health (OSH) legislation.

Please ensure that the premises and its amenities are clean and tidy when you have finished with them. This is especially important for the toilets, classrooms, and kitchen/lunch area.

FIRST AID

First aid kits and provisions are provided for student use.

If you are ill and need to leave class tell your teacher who will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the CEO/Principal or the Administrator.

EMERGENCY EVACUATIONS

In the event of a fire, earthquake, or any other event that requires the building to be evacuated, either a staff member will notify everybody in their area of responsibility and ensure that correct procedures are followed.

Fire drills and evacuations are explained to students during Orientation week. Information on evacuation points is displayed for student information in prominent locations. Evacuation is

taken very seriously and must be done as quickly and smoothly as possible – do not collect any personal belongings as you leave the building.

Once you have evacuated from the building you are to assemble in the carpark, away from the building with your class teacher or the administrator and await further instructions. Do not leave the assembly area under any circumstances until you are directed to do so by the CEO or the administrator.

ACCIDENTS

FIAT requires that everyone associated with the institution takes an active role in creating and maintaining a safe environment. If you experience or witness an accident, or identify a hazard or potential hazard, you must complete a hazard report. These hazard accident and incident report forms are available from Reception.

OFF-SITE VISITS

FIAT requires that students are fully supervised by staff or other authorised personnel during any visits away from the institution's premises. Any trips are planned and approved in advance to ensure safety.

- Teachers complete an Off-Site Activities Form and get it approved by the CEO/Principal prior to the activity taking place.
- Teachers will ensure that they are equipped to deal with any safety issues before departure e.g. take a mobile phone with them, have list of students involved.
- Any incidents/accidents must be reported immediately to the institution. On returning to FIAT, the teacher concerned must complete an Incident/Accident Report Form and submit it to the CEO/Principal.

ACCOMMODATION

Whilst studying in New Zealand students will need somewhere to live. Many students live in Hostels, while others opt for a home stay with a local family or live with friends (sometimes new friends they meet through their study) in a rented 'flat' (apartment/house). A good option is to book a short-term stay and then shift into a longer-term accommodation once you have settled into your course and made some friends.

HOME STAY:

Homestay accommodation is a room in a family's house where you also share other parts of the house with the family. Home stay generally includes breakfast and dinner every day and lunch on the weekends. During the week, students generally buy their own lunch. Most English language students spend at least a few months in home stay, which is considered the best way to improve their English. Most high school and primary school students also usually stay in a New Zealand home stay.

STUDENT ACCOMMODATION:

Student accommodation in New Zealand is generally a room or a bed in a university or institute hall of residence. Students generally share facilities such as kitchen, bathroom and toilet. Utilities

such as water and electricity are usually included in the weekly rent. Meals are also often provided. Students staying in New Zealand student accommodation don't have to buy anything because most things are provided. This makes life easy for the students because they don't have to deal with bills and the need to buy items of furniture etc. FIAT does not provide student accommodation like this.

FLATTING

Most long-term adult students studying in New Zealand opt for sharing a flat or apartment with others. This is generally called “flatting” in New Zealand. Flatting is common amongst young people in New Zealand and not just for students although it is best for students to flat with other students so that they all understand the routines of attending classes and doing self-study and assignments. “Flat mates” share the cost of the weekly rent, the utility charges and the cleaning etc. Some flats are unfurnished, so you must add the cost of buying or renting furniture and appliances. However, it is also common to find furnished flats or to join a flat that other people have already furnished. Flat mates also usually share the cost and the duties of preparing meals.

HOSTELS / BACKPACKERS LODGES:

In most big cities in New Zealand there are independent hostels which are used by young tourists for short term stays or for students who or in the process of looking for something more suitable. Beds can either be in a dormitory or in a separate room. Shared kitchens and bathrooms are usually the norm. Most of these are very clean and safe.

COST OF ACCOMMODATION IN NEW ZEALAND.

The below costs are average, weekly rents:

Student accommodation:	NZ\$200-250
Home stay (includes food):	NZ\$250-300
Room in flat/apartment:	NZ\$200-250
Independent one-bedroom apartment:	NZ\$350-450
Backpackers' Hostel:	NZ\$200-250

(NB. Actual costs may vary between cities and depending on the convenience of the location and the quality of the building and furnishings.)

OUR RECOMMENDATION

We have listed one accommodation agency below (see Support Resources) and you will be able to find others through the internet or your agent. For more information about renting accommodation, you can look here. <https://www.barfoot.co.nz/properties/rental>

Once we know the type of accommodation that interests you, we can send you the details of some hostels in Auckland.

If you are interested in “flatting”, we recommend that you book at least one month’s accommodation in a hostel so that you can get settled into your study, learn about the different parts of the city and start to make some friends. Flats are often advertised on student noticeboards or in hostels. You should only choose one after you have arrived in New Zealand.

If you have difficulties with your accommodation, please discuss this with either the Administrator (Jackie) or the Pastoral Care Coordinator (Raj).

DRIVING AND ROAD SAFETY IN NZ

You can drive for up to 12 months on a current, full, legal driver licence (these 12 months begin from the time you arrive in New Zealand) as long as you have not received suspension or disqualification and you have not been granted a New Zealand driver's licence. If your licence is not in English, you must provide an accurate English translation. After you have been here for longer than 12 months you must convert your licence to a New Zealand licence. Anyone who drives without a valid licence will be fined.

For more information on licencing and road safety in NZ visit:

www.nzta.govt.nz/licence/residents-visitors

www.nzta.govt.nz/resources/roadcode

www.drivingtests.co.nz/resources/international-students-driving-in-new-zealand/

www.drivingtest.co.nz/roadcode/tourist

www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-cyclists

www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-pedestrians

SUPPORT CONTACTS: AUCKLAND

FRANKLIN DISTRICT EMERGENCY CONTACTS

FIAT Pastoral Care Contact:

Jasmeet Girgla: 0210 281 1044

Dr Raj Saini: 027 278 2789

Emergency Police/Fire/Ambulance:

Dial 111

PUKEKOHE DOCTORS

Pukekohe Family Health Care

10 West St, Pukekohe 2120

Phone: 09 237 0280

Pukekohe Family Doctors

149 Manukau Road, Pukekohe 2120

Phone 09 238 6696

Seddon Medical

13a Hall Street Pukekohe 2120

Phone 237 0055

Pukekohe South Doctors

241 Manukau Road Pukekohe 2120

Phone 09 237 0286

Franklin Family support services

82, Manukau Road, Pukekohe

Phone 09 238 6233

www.familysupport.org.nz/contact/

PUKEKOHE COUNSELLING SERVICE

14 Harrington Avenue, Pukekohe 2120

Phone: 09 238 3133; Mobile: 0274 811 693

PUKEKOHE RENTALS**BCRE Ltd,**

57 King St, Pukekohe

Phone: 09 238 4243

Email: rentals.pukekohe@harcourts.co.nz

Web: <http://www.pukekohe.harcourts.co.nz>

CITIZENS ADVICE BUREAU

4a Opaheke Road, Papakura

Phone: +64 9 299 6411

Email: papakura@cab.org.nz

SUPPORT CONTACTS: BAY OF PLENTY

BAY OF PLENTY EMERGENCY CONTACTS**FIAT Pastoral Care Contact:**

Khan Mir Khan: 0210 827 2165

Dr Raj Saini: 027 278 2789

Emergency Police/Fire/Ambulance:

Dial 111

DOCTORS**Bethlehem Medical Centre**

16 Bethlehem Rd, Bethlehem, Tauranga 3110

Phone 07 576 4883

Chadwick Healthcare

Bethlehem Town Centre,

19 Bethlehem Rd, Tauranga

Phone 07 579 0144

Bethlehem Family Doctors

14 Elder Lane, Bethlehem, Tauranga

Phone 07 579 1248

COUNSELLING SERVICES

Bay Counselling & Therapy Service

68 Tenth Avenue, Tauranga 3110

Phone: 07 578 0959

Email: admin@baycounselling.co.nz

BETHLEHEM RENTALS

Tauranga Realty

243 State Highway 2, Bethlehem 3110

Phone: 07 576 9868

Web: <https://www.taurangarealty.co.nz/bethlehem-tauranga>

CITIZENS ADVICE BUREAU

38 Hamilton Street, Tauranga 3110

Phone: +64 7 578 1592

ACADEMIC TERMS AND HOLIDAYS

Orientation week for new students is February and July each year

Quarter	Dates		Duration	Break
1	Early January	March end	10 weeks+	2 weeks
2	Early April	June end	10 weeks+	3weeks
3	Early July	September end	10 weeks+	2 weeks
4	Early October	December 3 rd week	10 weeks+	5 weeks

While every attempt is made to forecast timetable and term dates accurately, FIAT reserves the right to alter times and dates as necessary without notice.

STUDENTS' ENROLMENT AND ACADEMIC INFORMATION

FIAT will regularly provide you with updated information about your achievement and progress through your programme.

You may at any time request to see the information that FIAT holds about your enrolment or achievement and progress status through the Administrator.

Please note that this information will only be available to yourself, to FIAT staff and to organisations with a statutory right to view the information. Any requests from others (including your family) to see the information will be refused unless you have given us authority in writing to pass on the information.

RECOGNITION OF PREVIOUS STUDY AND ACHIEVEMENTS

TRANSFER OF CREDITS (TC)

If you have undertaken a formal course of study at a tertiary institution other than FIAT, and successfully completed all or part of that course, you may apply when you enrol to be awarded appropriate credit towards your chosen programme at FIAT. Credit transfer is only awarded when the learning outcomes of the course completed match the learning outcomes for the programme you wish to study at FIAT. International students applying for transfer of credits must provide FIAT with a certified translation of their academic record and references.

RPL/RCC

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC). These terms refer to the granting of credit based on formal and/or informal learning and experience relevant to the qualification you are seeking. Before credit is granted, you will be asked to provide evidence of a match between your knowledge or competence and the learning outcomes of the FIAT course.

Credits may be awarded based on Recognition of Prior Learning (RPL), or Recognition of Current Competency (RCC), after evaluation by the CEO/ Principal.

An administration fee may be charged for consideration of any application for RPL/RCC. This must be paid before the application will be processed and is not refundable.

WITHDRAWAL AND REFUND POLICY

Students wishing to withdraw and claim a refund must discuss this with the Principal or Administrator and confirm their intention to withdraw in writing to the Administrator.

The student's eligibility for a refund will be assessed and amount to be refunded confirmed in writing by the Administrator. Refunds will be made within 2 weeks of confirmation of eligibility.

The following refund policies will apply for all students enrolled with FIAT:

COURSES OF THREE MONTHS OR MORE:

Domestic students:

- If domestic students withdraw from the course **before commencement** of the course, they will receive a refund of all fees paid.
- If domestic students withdraw from the course **within the first 10 days** of the course, they will receive a refund of all fees paid less the NZ government-authorized retention of, the lesser of 10 per cent of the fees paid or \$500.
- If domestic students withdraw from the course **after the first 10 days** of the course, any refund will be at the discretion of the Principal/CEO.

International students:

- If international students withdraw from the course **before commencement** of the course, they will receive a refund of all fees paid, less the deduction of admin costs incurred, up to a maximum of \$500.
- If international students withdraw from the course **within the first ten days** of the course, they will receive a refund of all course fees paid, less the NZ government authorized retention of up to 25% of fees paid.
- If international students withdraw from the course after the first 10 days of the course, any refund will be at the discretion of the Principal/CEO

COURSES FIVE WEEKS OR MORE BUT LESS THAN THREE MONTHS

Not currently applicable.

COURSES UNDER FIVE WEEKS

Not currently applicable.

CANCELLATION/CLOSURE OF COURSE

FIAT reserves the right to cancel or close courses due to insufficient demand, unavailability of suitable training staff or facilities or similar major issues. In all cases the student will be offered alternative training dates or a refund of at least a pro rata amount of fees paid in relation to the amount of the course still due to run within five working days of the closure. Any increase in the amount of the refund will be at the discretion of the Principal/CEO.

In the event of a course closure directed by NZQA, a pro rata refund will be provided as above.

Where a course closure is required due to a natural disaster, a refund will not be made if the course resumes before the start of the 11th working day after the date of the closure; and a student chooses to remain on the course. In such an event, students will be given the right to opt out within 20 days and a pro-rata refund will be given calculated from the time the student has ceased attending.

ATTENDANCE AND ACHIEVEMENT MONITORING

ATTENDANCE AND ABSENCE

FIAT is committed to providing quality education and guidance to all our students. In order to do our best for you, we monitor student attendance and progress toward meeting course objectives. We believe that academic success and attendance go hand-in-hand. Whilst students are attending the institution, we are able to monitor progress and provide the assistance necessary to satisfy the student's learning style and to assist them in every way to achieve our shared goals for success. None of this is possible when a student is absent.

If your attendance becomes irregular or you are having difficulty achieving good results, it may be because you are facing difficult circumstances. If this is the case, our staff will do their

best to offer appropriate guidance and help you get the most from your studies. Please do not hesitate to ask if you need our assistance at any time.

FIAT must inform Immigration NZ of any international student who :

- Is consistently failing to attend the required 20 hours per week and/or
- Is consistently failing to complete assessments delivered and/or
- Terminates their enrolment early

This is likely to result in the student's visa being cancelled.

ACADEMIC ACHIEVEMENT AND RESULTS

FIAT will monitor your learning and assessment achievements to ensure that you are likely to achieve the qualification as a result of the programme for which you have enrolled.

All components require 100% competency under the competency-based assessment system. Students will be given opportunities to re-sit. For students not able to achieve a pass in their first attempt at an assessment, a reassessment opportunity will be given.

Students who fail to achieve all assessments within their enrolment period may need to repeat the study of a module. The fee for repeating a module is approximately \$135 per credit and/or a minimum of one term.

Students will receive a copy of their interim Assessment Results near the beginning of each semester, for their previous semester's academic achievement. Results will be verified through a post-assessment moderation system which includes both internal and external moderation.

On successful completion of your programme of study you will be awarded the FIAT or NZQA qualification you have completed, and an Official Transcript of Learning detailing the competency level and/or marks of all completed courses. If you exit the programme before completing the required criteria you will be entitled to a Progress Report detailing the competency level and/or marks of any completed courses.

Please read thoroughly the following summary of FIAT's rules and regulations and make sure that you understand them. If you have any queries, please contact any staff member or administration.

FIAT CODE OF CONDUCT

These rules apply to all students at Franklin Institute of Agri-Technology.

ATTENDANCE

1. Attendance is compulsory

Student attendance will be recorded by teachers and monitored by FIAT administration. If you cannot attend during scheduled course hours for any reason you must telephone or email your Tutor prior to, or on the day of, your absence and explain why you cannot attend. If you are absent for a period of more than 3 days for medical reasons, you must submit the Leave Form to

the Administrator along with a medical certificate issued by a registered New Zealand Medical Practitioner.

If you are absent for any other reason the Principal/CEO may request to see you and will need to provide evidence explaining your absence.

- If your attendance falls below 95% without a valid reason, you will be advised verbally regarding this.
- If your attendance falls below 90% without a valid reason, you will be issued a written letter advising your attendance shortage.
- If your attendance consistently falls below 80% without a valid reason, you will be issued a written warning letter of possible enrolment termination.

Termination of enrolment

Failure to improve attendance and/or progress after 14 days may result in termination of a student's enrolment, and notification to Immigration New Zealand.

2. Punctuality is compulsory

You must arrive on time for all lessons. Students who are often late will be required to make up for the time that they have missed. Continued lateness will be treated as absenteeism and make result in notification of absence to New Zealand Immigration Service.

BEHAVIOUR

3. Harassment is not permitted

It is expected that students will always show respect to teachers and classmates . Polite and respectful behaviour is required.

Any form of harassment of staff or students is not permitted and will lead to disciplinary action.

4. Smoking, drugs or alcohol are forbidden

Smoking, the use of drugs or the consumption of alcohol is strictly forbidden anywhere on the premises.

5. Food and Drink are not permitted in learning areas

Food and drink (other than water) may only be consumed in designated areas such as the student lounge or outside recreation areas. Only water may be consumed in the classrooms or other learning areas.

6. Cellphones may not be used

Cellphones may not be used during class time.

AUTHENTICITY OF WORK

7. Students' work must be their own

Students must personally do all work and assignments requested by teachers. Students may seek help and support from others, but the work submitted for assessment must be their own.

8. Students' work must not be plagiarized

Students must not copy work from textbooks or the internet or any other source without correctly referencing the source.

COMPUTER USE

9 Student use

Computers are for FIAT students' use only.

Students are asked to report any inappropriate use of this equipment to the Administrator.

10. User Duration and accounts

To ensure that all those wishing to use a computer are granted fair access a maximum of twenty (20) minutes applies for any one person. This means that, in busy periods, a student must vacate the computer they are using and offer it to another student after twenty minutes. A student may continue using a computer after twenty minutes if no other student is waiting. No booking of computers is required or permitted.

Students must log in using the User Accounts provided by FIAT; students are not permitted to create or manage user accounts on FIAT computers.

11. Taking Care of the Computers

Students are asked to treat the computers with care.

Do not move plugs and/or cables around – let Reception know if there are any issues with the Internet or computers in this room or leave a note in the suggestion box.

Students must refrain from eating or drinking while they are using and/or seated at the computers.

Students may download documents for their academic use onto FIAT computers in the library and/or their own storage devices. Students are required to ensure that any files that they open on a FIAT computer have been checked for viruses and found to be clear.

The computers are not provided for students to play games or watch movies that are unrelated to their study, and this is not permitted.

As protection against computer viruses and other malware, no software can be loaded or downloaded onto FIAT student computers.

As with any breach of FIAT regulations, any student found to be breaking these rules will be subject to disciplinary procedures. A serious breach of procedures is likely to result in the student being suspended or expelled from FIAT. The computers come under FIAT's property policy so students found to cause wilful damage will also be held liable for the costs of the damage caused.

DISCIPLINARY PROCEDURES

Students are issued warnings for poor attendance and/or unacceptable behaviour.

ATTENDANCE / PROGRESS

Student attendance and progress will be recorded by teachers and monitored by FIAT administration. Verbal and written warnings will be given as noted under FIAT Code of Conduct Attendance/Progress. At the discretion of the management, failure to improve after 14 days may result in the termination of a student's enrolment and notification to Immigration NZ.

MISCONDUCT

Any allegation of infringement of the Student Code of Conduct should be reported to the Principal who will investigate and may establish a disciplinary hearing.

A disciplinary hearing shall include at least three members of the FIAT Senior Management and Advisory Committee.

A student may bring a support person if required to attend a disciplinary hearing

If the Investigation or Hearing finds that the student has infringed the Student Code of Conduct, a recommendation on further action will be made to the Principal.

Further disciplinary action may include:

- Suspension
- Termination of enrolment

In the case of disciplinary action leading to suspension or termination of enrolment, the Chief Executive will use the following steps:

- Verbal warning to student
- First written warning
- Second/Final written warning
- Suspension/Expulsion

For severe misconduct, which places other students, staff of FIAT or the public at risk, any of the above steps can be omitted. In extreme cases, FIAT reserves the right to summarily expel students.

CONTACT DETAILS

FIAT is required to maintain full, accurate and current details of the following for all international students.

While you are studying at FIAT, you must advise us immediately of any change to the following:

- Contact Details (Phone, Email)
- Accommodation type
- Residential address
- Immigration status

IMMIGRATION

If you are an international student, you must fulfil all the requirements of your visa and maintain your student visa status for the length of your programme.

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

Under New Zealand law, FIAT is allowed to provide you with **information** regarding immigration but is not allowed to give you **advice**.

If you want advice or help regarding immigration, you should seek advice either

- (i) directly from Immigration New Zealand, or
- (ii) from an immigration adviser licensed under the Immigration Advisers Licensing Act 2007, or
- (iii) from a person that is exempt from being licensed under the Immigration Advisers Licensing Act 2007.

ACADEMIC REGULATIONS

Study in the Franklin Institute of Agri-Technology Commercial Horticulture programme leading to the New Zealand Certificate in Horticulture Production Level 4 (Nursery Production strand) and the New Zealand Diploma in Horticulture Production Level 5 (Nursery Production strand) will be governed by these regulations which are aligned with requirements established by NZQA for the achievement of New Zealand qualifications in general and for the New Zealand Certificate in Horticulture Production Level 4 (Nursery Production strand) and the New Zealand Diploma in Horticulture Production Level 5 (Nursery Production strand) in particular.

The management of issues not covered by either set of regulations will be informed by these regulations.

(NB The conditions included in the regulations for the New Zealand Diploma in Horticulture Production Level 5 (Two Year Programme) are also reflected in the programme regulations for the New Zealand Certificate in Horticulture Production Level 4 and the New Zealand Diploma in Horticulture Production Level 5 (One Year Programme). These regulations are available on request.)

1. PROGRESS THROUGH THE COURSE

- 1.1. Normal progress through the Franklin Institute of Agri-Technology New Zealand Diploma in Horticulture Production Level 5 (Nursery Production strand) – Two Year Programme involves two academic years (72weeks).
- 1.2. The minimum completion time for the Franklin Institute of Agri-Technology New Zealand Diploma in Horticulture Production Level 5 (Nursery Production strand) – Two Year Programme programme is 1.5 years 72 weeks of teaching and assessment.
- 1.3. The maximum completion time for this course is three years.

2. ASSESSMENT

- 2.1. All assessment is assessed internally by Franklin Institute of Agri-Technology.
- 2.2. Assessment is conducted progressively against components of courses.
- 2.3. All student work submitted for assessment must be authentic.
- 2.4. Students may have one (1) re-sit opportunity for any assessment event.
- 2.5. Students who do not achieve the qualification may be offered a paid re-sit opportunity following completion of the course or programme.
- 2.6. An appeal may be made against an assessment decision, providing it is lodged within seven (7) days of notification of the assessment decision.

3. IMPAIRED PERFORMANCE PROVISIONS

- 3.1. Adverse personal or other factors resulting in impaired assessment performance will be considered. Where a student's course work is of high quality and failure to achieve is because of personal or other factors beyond the student's control, Franklin Institute of Agri-Technology may offer extensions to completion deadlines or deferment of study and assessment opportunities. Decisions on these matters will be at the absolute discretion of the CEO.

4. GRADING

- 4.1. All successful students will be awarded a pass grade. No merit or distinction grades will be awarded in the New Zealand Diploma in Horticulture Production Level 5 (Nursery Production strand) – Two Year Programme.

5. AWARD OF QUALIFICATIONS

- 5.1. The New Zealand Certificate in Horticulture Level 4 (Nursery Production strand) and the New Zealand Diploma in Horticulture Production Level 5 (Nursery Production strand) will be awarded to students who complete all relevant courses. Certification will be issued by Franklin Institute of Agri-Technology.

COMPLAINTS AND APPEALS

Students may appeal against assessment and other decisions relating to their course of study. Students may also make formal complaints regarding any action or decision made by FIAT or any of its staff.

APPEALS

In general, students can undertake one reassessment of **most** written or practical assignments in which they are unable to reach the required standard. To ensure the validity and authenticity of assessments, individual programmes, courses or assessments may have limitations or specific requirements relating to re-assessment. Reassessment can take place up to one week after the assessment. A different assessment tool will be used.

If a student thinks an assessment result is inaccurate or unfair, an appeal can be made to the Principal for re-consideration.

Appeals against class tests and assignments are to be made within 48 hours of results being announced or posted.

Appeals against final assessment results are to be made within 2 weeks following notification of results.

On receipt of the appeal the Principal will:

- Acknowledge receipt of the appeal
- Advise the date of consideration of the appeal
- Check the marking schedule and any evidence supplied to ensure it is correct
- Request a report from the relevant assessor and/or supervisor of the assessment including the process and reasons for the result.

Both the appeal and the report will be considered by the Principal and another member of the teaching staff or of the Advisory Committee and a reply given within one week of the initial receipt of the appeal.

That decision is final.

FORMAL COMPLAINTS

Students wishing to make a formal complaint should first address this to their teacher, then either to the Principal or the Administrator/Counsellor, informally. If the issue is unresolved and the student wishes to make a formal complaint, then the complaint form must be completed and

submitted to the Principal. The Principal will facilitate a meeting with concerned parties to resolve issues included in the complaint form.

Complaints will be investigated immediately and to the satisfaction of all parties.

A complaint form must be completed and filed in the student's file for every complaint made. A record of the complaint and its resolution must be made in the Complaints Register, maintained by the Principal.

EXTERNAL APPEALS AND COMPLAINTS

Students who have followed FIAT complaints procedures and consider that their issue has been inadequately resolved by the establishment may refer the issue as a complaint to either the New Zealand Qualifications Authority or the International Education Appeals Authority. (See [Make a complaint about a provider.](#))

These processes do not preclude the individuals concerned from considering other actions available to them in law.

Students can also make complaints about discrimination to the Human Rights Commission. For more information visit the Human Rights Commission website: www.hrc.co.nz. Or contact the Commission directly:

Phone: 0800 4 Your Rights (0800 496 877) (toll free)

Fax: 09 375 8611 (Attn: Infoline)

Email: infoline@hrc.co.nz

MAKE A COMPLAINT ABOUT A PROVIDER

If you have a complaint about a registered education provider, you should follow the provider's own complaints process in the first instance. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to NZQA.

WHAT CAN I COMPLAIN TO NZQA ABOUT?

- Course information
- Entry and selection procedures
- Enrolment procedures
- Information or procedures for financial matters (PTEs only)
- Staff qualifications or skills
- Student support and guidance
- Programme content, structure or delivery
- Equipment and teaching resources
- Assessment processes and information
- Management practices (PTEs only)

WHAT CAN'T I COMPLAIN TO NZQA ABOUT?

- An event that took place more than 12 months ago unless the complainant has been actively pursuing the complaint with the provider since it occurred, or the issue has only just come to the complainant's attention
- Training or education delivered by universities
- Appeal of an assessment result – you should follow the provider's appeals procedure
- The private lives of those involved with education and training
- Issues currently under investigation or where a ruling has already been made by a disputes tribunal
- Ministry of Social Development matters, e.g. loans and allowances
- Tertiary Education Commission (TEC) matters, e.g. course-related costs, travel allowances

NZQA will automatically investigate any allegation that:

- involves issues of student safety or welfare, or
- concerns the possible mismanagement of student fees (PTEs only).

Enquiries and advice about making a formal complaint

If you wish to enquire about making a formal complaint or receive advice about the options available to you, please complete and submit our online [Complaint Enquiry Form](#).

Make a formal complaint about a provider

To make a formal complaint about a provider:

1. Download the [Formal complaint form \(PDF, 33KB\)](#)
2. Send your completed complaint form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

Or email a scan of your completed form, along with scans of any supporting evidence, to gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

What happens next?

Complaints about providers are handled by the Quality Assurance Division (QAD) of NZQA. When a complaint is received, the information provided is first verified and confirmed to establish that a complaint actually exists. This is usually in the form of a signed complaint form and/or some type of verifiable independent evidence. We will then contact the provider to explain the nature of the complaint and ask for a response. Throughout the investigation, both parties will be kept fully informed.

Will the provider know that I have made a complaint?

Generally, yes. In order to make a fair decision, NZQA writes to the provider to inform it that a formal complaint has been made once the information provided has been verified. The letter includes a summary of the complaint and states who made the complaint. The provider is asked to respond. This helps NZQA look at the complaint with information from all parties and make a balanced decision.

Occasionally, there are circumstances where a complainant feels there may be repercussions if the provider is given his or her name. If you want your name to be withheld from the provider, you must indicate this on the formal complaint form. Please note that NZQA does not investigate anonymous complaints (unless it is a matter that NZQA would automatically investigate – see above).

What happens if NZQA upholds my complaint?

If NZQA's investigation shows that the provider's policies and procedures have not been followed or that they were not applied fairly, you can use the information from the investigation to try to reach a solution with the provider. If that is not possible, you can try other avenues, such as the Disputes Tribunal, Commerce Commission or the courts.

NZQA does not get directly involved in negotiations between you and the provider for issues such as refunds or other forms of compensation. However, NZQA can require that the provider take certain actions in accordance with the legislation.

Complaints relating to the pastoral care of international students

The [Education \(Pastoral Care of Tertiary and International Students\) Code of Practice 2021](#) provides for a complaint to be lodged if a complainant feels the Code has been breached. If it is a contractual or financial dispute you can contact student complaints - website:

<http://www.istudent.org.nz/about-istudent-complaints>

STUDENT HANDBOOK ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received the 2024 Student Handbook and read and understand the conditions included in the Student Handbook.

Student Name: _____

Student Signature: _____

Date Signed: _____

Please sign and return this form to the Administrator as soon as you receive and read the Student Handbook.

Please contact the Administrator with any concerns or questions about the conditions contained in the Handbook.