# Programme Handbook 2019

## NZ2539 New Zealand Diploma in Hospitality Management (Level 5)

Credit Value                   120

# School of Hospitality and Tourism

## School Welcome

Welcome to the School of Hospitality and Tourism, we hope you enjoy your time studying with us. The school staff are experts in their field and are looking forward to sharing their knowledge with you.

## Programme Staff

**Contact Phone**

| | | |
|---|---|---|
| WelTec | 0800WELTEC | 52 Cuba Street, Te Aro, Wellington |
| Hospitality Campus | 0800935832 | |

| Title | Name | Phone | Email |
|---|---|---|---|
| **Head of School** | Ben Shadbolt | 8303041 | Ben.Shadbolt@wandw.ac.nz |
| **Programme Manager** | Clare Jay | 8303027 | Clare.Jay@wandw.ac.nz |
| **Programme Manager** | Robert Vansverry | 8023203 | Robert.Vansverry@wandw.ac.nz |
| **Administrator** | Joy Kearns | 9202620 | Joy.Kearns@weltec.ac.nz |
| | Mo Imrie | 8303032 | Mo.Imrie@weltec.ac.nz |
| **Tutors** | Robyn Appleyard | 9202622 | Robyn.Appleyard@weltec.ac.nz |
| | Alex Hewitt | 8303034 | Alex.Hewitt@weltec.ac.nz |

## Your Programme Handbook

This handbook provides information specific to your programme of study this year.  You will also receive a Course Outline for each course you are enrolled in during the first week of your study.  The Student Guide provides all other information you will need to support your study, including policies and procedures that apply to students.  You will find the Student Guide on the website.

## Programme Aim

The aims of the NZ Diploma in Hospitality Management (Level 5) are to:
- Provide work-ready graduates who aspire to management and supervisory positions in the hospitality industry
- Enable graduates to pursue further study in Hospitality Management.

This programme aims to provide the hospitality sector with people who are able to work as junior or trainee hospitality managers, supervisors or team leaders across a range of hospitality sectors. Graduates will have enhanced employment opportunities within junior or trainee hospitality management, supervisor or team leader roles across a range of establishments in the hospitality sector. This programme establishes standards of professional practice for hospitality managers, supervisors or team leaders in a junior or trainee role that can provide customers with confidence in a range of hospitality environments. Graduates will be able to work autonomously in a range of hospitality environments with some responsibility for the management and learning of others.

## Pathways

Employment:    Graduates will be suitable for junior or trainee hospitality management roles, supervisor or team leader roles across a range of hospitality sectors such as kitchens, restaurants, bars, cafes, accommodation, catering or hotels.

Education:    This programme of study builds on the New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services and Quick Service Restaurants Services which shares two outcomes that are also explicitly stated in this qualification. Graduates can progress to the New Zealand Diploma in Hospitality Management (Level 6) or the Bachelor of Applied Management, offered at the Wellington Institute of Technology and other Metro ITPs.

## Programme Outline

This is a one-year full-time programme studied over two trimesters. The programme is divided into eight 15 credit courses (four courses per trimester).  It can also be studied over two years on a part-time basis. The programme is structured so that part time students study with full time students typically one day a week face-to-face in each trimester.

## Teaching and Learning Methods

The programme is underpinned by the concept of Ako, which recognises the importance of a student's prior knowledge and the creation of reciprocal teaching and learning relationships between the teacher, student and their peers to facilitate learning. Within the programme, the tutor facilitates the relationship building process to create an inclusive and supportive environment. Students then have the opportunity to develop and apply new knowledge and skills through participating in this process, and build capability and confidence for the simulated workplace component.

An integrated approach to learning and teaching is used for this programme. Teaching approaches include tutor presentation, audio visual presentations, group discussion, project based group learning activities, portfolio building, observations, capstone project.  This programme may also utilise blended learning approaches such as flip classroom, self-paced learning, email/phone learning support, online material.

## Assessments

Assessments are achievement based against course learning outcomes. As indicated by the focus of the learning outcomes, application of skills and knowledge is ensured through use of case studies and practical assessments that reflect or require interaction with hospitality workplace contexts and processes. Assessments include presentations, reports, and tourism business-based tasks and activities that require integration of knowledge and skills to proactively support and enhance the visitor experience.
The assessments in the course HM5107 Event Management result in a 'capstone project' which brings together key learnings of the other courses which have been applied in an authentic context.

## Progress through Programme

36 week programme, 34 weeks delivery, 2 weeks break
Start: 04 March to 08 November 2019

## Timetable

Your classes will be held in classroom WR-108 on Level 1 of the Hospitality Campus.

Classes will run from 8am to 5pm, Monday and Tuesday throughout the year.  However your tutor will advise where you need to be at any given time.

Here is a link to your timetable: https://www.weltec.ac.nz/current-students/student-resources/timetables/

## Other Information

You must provide your own stationery items for your studies.

Textbooks will be e-books or using library books

Please refer to the Student Guide for all general information about studying here.

## Award of Qualification

Students must successfully complete all courses as indicated below to receive the New Zealand Diploma in Hospitality Management (Level 5):

| Course Number | Course Title | Level | Credits |
|---|---|---|---|
| HM5101 | Hospitality Law and Compliance | 5 | 15 |
| HM5104 | Food and Beverage Operations | 5 | 15 |
| HM5105 | Hospitality Human Resource Management | 5 | 15 |
| HM5107 | Event Management | 5 | 15 |
| HM5108 | Professional Communication in Hospitality | 5 | 15 |
| HM5109 | Hospitality Service Management | 5 | 15 |
| HM5110 | Basic Accounting Skills for Hospitality | 5 | 15 |
| HM5111 | Accommodation and Facilities Management | 5 | 15 |

# Taikura – Quality Management System

## A5-R5    Student Rights and Responsibilities

## 1.    Introduction

1.1    The institutions promote lifelong learning and are committed to working with students to provide a quality educational experience in accordance with the expectations of *T2-R1 Our Commitment to Learning*.

1.2    These Regulations set out the rights and responsibilities of students to support their own learning and to maintain a safe learning environment.

1.3    The Regulations are consistent with current legislation.

## 2.    Scope

2.1    These regulations apply to all students enrolled at the institutions, on or off campus, participating in any course related activities, and any other student activity or conduct which could impact on the institutions' operations or reputation.

2.2    When required, disciplinary action is intended to be primarily educative and then to discourage recurrence. The institutions reserve the right to address any specific situation as is considered appropriate.

## 3.    Students Rights

Students have the right to:

3.1    Competent, professional and effective teaching

3.2    Current and relevant teaching content

3.3    Regular, prompt and constructive feedback

3.4    Fair, valid and reliable assessment

3.5    A consistent learning experience with a reasonable workload

3.6    Opportunity to give feedback on the teaching, programme and student experience

3.7    Be treated with fairness, dignity and respect by staff and other students in accordance with the principles of te Tiriti o Waitangi and natural justice

3.8    A safe, secure and inclusive environment in which all staff and students can flourish and be valued

3.9    Freedom from intimidation, violence, bullying, cyber-bullying, unreasonable disruption, unlawful discrimination, or any harassment

3.10    Trustworthy handling and retention of personal confidential information while at any campus or while engaged in institutional activities

3.11    Access to appropriate and sufficient learning spaces and resources

3.12    Access to appropriate academic, health, welfare, cultural and pastoral support

3.13    A safe, clean and healthy working environment

3.14    Access to Regulations and Procedures that affect students, including those for dealing with student concerns and complaints, at the commencement of their studies

3.15    Access to their student record

3.16    Representation on the Academic Board

## 4.    Student Responsibilities

Students:

4.1    Prepare for and actively participate in learning events

4.2    Build and sustain the learning environment by giving and receiving constructive feedback

4.3    Maximise learning by willingly learning independently, experientially and collaboratively

4.4    Contribute positively to the learning experience of others

4.5    Be truthful and trustworthy

4.6    Respect the dignity and rights of all members of the campus

4.7    Apply te Tiriti o Waitangi and institutional values in daily practice

4.8    Respect the environment and property of staff, students, visitors and residential neighbours

4.9    Contribute to an environment that is free from intimidation, violence, bullying, unreasonable disruption, unlawful discrimination, or any harassment of other students, staff or any member of the public

4.10    Maintain privacy of confidential information while at any campus or while engaged in institutional activities

4.11    Keep campus buildings and grounds smoke free

4.12    While on any campus or undertaking any institutional activities be free from the influence of:
   a)   Any drug that is not lawfully prescribed for that student
   b)   Alcohol, except where it has been expressly permitted

4.13    Maintain a safe and healthy working environment whether on campus or studying off-site

4.14    Advise of any need that may require additional health and safety support

4.15    Carry a student identification card while on campus

4.16    Comply with safety rules and procedures including fire and emergency evacuation procedures

4.17    Notify a staff member as soon as possible of any actual or potential hazards, incidents, accidents or emergency situations on any campus or in relation to any institutional activity or course

*Information and Communication Technology*

4.18    Ensure activities on their own network accounts meet the standards of conduct appropriate to an educational institution

4.19    Use their network accounts or permitted institution systems or hardware exclusively for their own use; they must not:

   a)   Copy, modify or install software without authority
   b)   Infringe copyright regulations or any intellectual property
   c)   Access, obtain, alter, add or erase data without proper authority
   d)   Disable or make unusable institution-owned ICT equipment or software
   e)   Incur cost to the institution or anyone else, except where prior express authority is obtained
   f)   Use electronic or online communication such as email, video conference, instant messaging, learning management systems such as Moodle, other collaboration tools or social media (including but not limited to Twitter, Facebook and other internet functions or sites) in a manner which:
      o   brings or is likely to bring the institutions into disrepute
      o   breaches the Harmful Digital Communications Act 2015 (such as cyber bullying, or harassment)
   g)   Access, store, view, publish or distribute material which is objectionable, or offensive or otherwise inappropriate in an educational institute

h)   Permit anyone else to use their network accounts or any institution system or hardware

## 5.   Links

5.1   The relevant legislation includes the following (together with any amendments or re-enactments):
a)   The Treaty of Waitangi Act 1975
b)   Misuse of Drugs Act 1975
c)   Official Information Act 1982
d)   Sale of Liquor Act 1989
e)   The Education Act 1989
f)   New Zealand Bill of Rights Act 1990
g)   Health and Safety at Work Act 2015
h)   Film, Videos and Publication Classification Act 1993
i)   Human Rights Act 1993
j)   Privacy Act 1993
k)   Copyright Act 1994
l)   Harassment Act 1997
m)   Copyright Infringement File Sharing Amendment Act 2011
n)   Harmful Digital Communications Act 2015

5.1   Principles of te Tiriti o Waitangi

http://www.teara.govt.nz/en/principles-of-the-treaty-of-waitangi-nga-matapono-o-te-tiriti

5.2   Relevant Taikura documents include:

- *A4-P8 Academic Integrity*

- *A5-P5 Student Conduct*

# Taikura – Quality Management System

## A4-P8    Academic Integrity

## 6.    Introduction

6.1    These procedures:

   a)  Give effect to *T2-R2 Commitment to Learning*, *A1-R1 Academic Statute* (section 4), *A4 Learning and Teaching, A4-P4 Assessment, A5-R1 Student Rights and Responsibilities* and *A7 Research*
   b)  Outline the commitment to academic integrity expected of staff and students
   c)  Are made available to students when they start their programme of study
   d)  Are applied in the management of allegations of academic misconduct by students

## 7.    Commitment to Academic Integrity

7.1    Academic staff:

   a)  Consistently model honesty in academic practice
   b)  Promote and inform students of the requirements and expectations for academic integrity in assessments and research
   c)  Inform students of text-matching software as a learning tool
   d)  Minimise potential for  academic misconduct through assessment design and practice

7.2    Students:

   a)  Engage proactively with learning about, and showing commitment to, academic integrity
   b)  Submit their own work
   c)  Protect their work from copying
   d)  Acknowledge contributions from all sources using the latest edition of APA referencing (as required)

## 8.    Academic Misconduct

8.1    Academic misconduct includes any form of dishonest academic practice that intentionally or unintentionally undermines academic integrity and may result in unearned academic benefit.

8.2    Plagiarism is using someone else's work without proper acknowledgement (citation), including:

   a)  Copying directly from any source
   b)  Summarising another's work
   c)  Using research data obtained by another

8.3    Plagiarism also includes:

   a)  Copying the work of another  student
   b)  Re-use of previously submitted work
   c)  Submitting an assessment written by someone else
   d)  Submitting the work of a group when individual work is required
   e)  Intentionally or knowingly helping or attempting to help another student engage in some form of academic misconduct

These are likely to be deemed cases of serious academic misconduct.

8.4 Academic misconduct in a supervised assessment, includes:

a) Secretly bringing in unauthorised material
b) Copying answers from another student
c) Giving answers to another student
d) Making additions to work outside time allowed

These are likely to be deemed cases of serious academic misconduct.

8.5 Other forms of academic misconduct include misrepresentation of identity or circumstances, data falsification and breach of ethics.

## 9.  Procedural Fairness

9.1 The institutions deal with allegations of academic misconduct in a fair, consistent and transparent manner.

9.2 A first instance of academic misconduct may be regarded as unintentional through a lack of understanding of academic integrity.

9.3 When an allegation is being investigated the student:

a) Is informed in writing of the allegation
b) May continue with their studies and submit assessments unless the Head of School deems this inappropriate due to the serious nature of the allegation

9.4 The student is given at least five (5) working days' notice in writing of any meeting they are requested to attend to discuss the allegation. The student may use this time to prepare a response and arrange for one or more support people to attend the meeting. The notification:

a) States the date, location, the intent of the meeting and people who will be present at the meeting
b) Includes *A4-P8 Academic Integrity* and any other relevant Taikura Academic Manual policy documents
c) Advises entitlement to representation, advice, advocacy and support at all stages
d) Advises that students under 16 years of age must have a parent or caregiver or other appropriate support person present

9.5 Personal information related to the allegation is confidential and is disclosed only to those involved on a "need to know" basis.

9.6 The student has the right to see their student record on request.

9.7 If the person making the allegation is a student they may request that their name is kept confidential.

## 10.  Allegation of Academic Misconduct

10.1 An allegation of academic misconduct can be made by a student, tutor, assessor, examiner or other member of staff, against one student or a group of students.

10.2 The allegation, with evidence, is reported to the Programme Manager/Associate Head of School or Head of School.

10.3 Where an allegation of academic misconduct is made, the Programme Manager/Associate Head of School, in consultation with the Head of School, determines one of the following:

a) There is insufficient evidence to investigate.
b) There is sufficient evidence to investigate (refer to section 6).
c) The alleged misconduct is of a serious nature (refer to section 12).

10.4    In a first instance of academic misconduct where it is regarded as a lack of understanding by the student, the tutor:

   a)  Ensures the student has access to targeted skills development
   b)  May reduce the grade for the original assessment
   c)  May require, and allow, the student to correct the plagiarised sections and submit the assessment to be marked as a first attempt
   d)  Records the instance and action taken in the student's file.

## 11.    Academic Misconduct Investigation

11.1    The Programme Manager/Associate Head of School confirms with the Head of School that there is sufficient evidence to proceed with an investigation.

11.2    The Head of School may delegate the investigation to a suitable staff member independent of the allegation.

11.3    The Programme Manager/Associate Head of School notifies the student in writing of the allegation. If relevant the student is informed that their assessment result and/or course grade under investigation are being withheld or withdrawn until the allegation is resolved.

11.4    The Head of School or delegated staff member:

   a)  Checks for compliance with regulations set by any relevant external body
   b)  Collects further evidence as required
   c)  Arranges to meet with the student (refer to section 4.4)

### Academic Misconduct Sanctions

11.5    If academic misconduct is admitted or established the Head of School considers the following factors to determine the appropriate sanction:

   a)  The extent of the misconduct
   b)  The student's intention
   c)  The level of programme
   d)  Any previous record of academic misconduct
   e)  Adequacy of information and support around academic integrity provided within the course
   f)  The impact, if undetected, the academic misconduct may have had on the student, other students and the academic integrity of the institution

11.6    The student receives no more than the minimum pass grade for the assessment.

11.7    The Head of School may:

   a)  Require the student to undergo targeted academic skills development
   b)  Cancel the result of the assessment and allow the student a further assessment attempt (refer A1-R1 Academic Statute - Further Assessment Attempts)
   c)  Uphold the minimum pass or fail grade given for that assessment with no opportunity for further assessment attempt.

## 12.    Serious Academic Misconduct

12.1    Serious academic misconduct may include cases identified in 3.3, 3.4 and 3.5 and where academic misconduct has previously been admitted or established

12.2    Allegations of academic misconduct that are of a serious nature may warrant an academic misconduct hearing

12.3    The hearing panel is the Head of School and two senior academic staff who are independent of the allegation

12.4    The student may elect to respond in writing or appear in person and may bring a support person.

12.5    The panel:

   a)  Hears and considers the evidence of the student and those making the allegation
   b)  Makes a decision

12.6    After a hearing, the Head of School may impose any of the sanctions in 6.7 and/or require the student to repeat the course.

12.7    The Head of School may recommend to their Director that the student's enrolment in the programme is cancelled.

12.8    The Head of School may be required to inform the appropriate professional body.

12.9    Registration bodies may decline to register students who have been found guilty of academic misconduct.

# 13.    Notification of Decision

13.1    The Head of School notifies the student in writing of the decision resulting from the investigation or hearing, within five (5) working days of the decision, informing them of the:

   a)  Explanation for the decision and sanction
   b)  Sanctions that may apply if further academic misconduct is established
   c)  Student's right to appeal

13.2    The Programme Manager writes a brief report on the allegation of academic misconduct and decisions and  outcomes, including unsubstantiated, and

   a)  Lodges it in the student file
   b)  Reports to the Board of Studies

13.3    If appropriate, the person who made the allegation is informed.

13.4    StudyLink are informed of the decision to cancel the student's enrolment, after the period for Appeals has lapsed.

# 14.    Appeal

14.1    A student may appeal a decision on one of the following grounds:

   a)  Additional information has become available since the decision was made by the relevant body
   b)  There is evidence of procedural irregularities in the process followed

14.2    The student applies in writing to the Director Academic, within five (5) working days of notification of the decision, stating the decision the student is appealing and ground/s of the appeal. The student states the outcome they are seeking

14.3    The appeals process is documented in *A1-P9 Appeals*.

# 15.    Related Documents

*T2-R2 Commitment to Learning*
      *A1-R1 Academic Statute*
      *A1-P9 Appeals*
      *A4 Learning and Teaching*
      *A4-P4 Assessment*
      *A5-R5 Student Rights and Responsibilities*
      *A7 Research*