Strategi
Institute

Strategi Institute Student Handbook



Version 3

© STRATEGI INSTITUTE LIMITED | VERSION 3



Welcome to Strategi Institute

Nau mai, haere mai

We are excited to welcome you to Strategi Institute. Whether you're starting a new career path, expanding your existing expertise, or gaining new knowledge, we are here to support you every step of the way.

As a trusted New Zealand education provider to the financial services and real estate sectors, we offer **New Zealand Qualifications Authority (NZQA)-accredited qualifications and micro-credentials** to both domestic and international students. By choosing to study with us, you will earn globally recognised qualifications and gain the expertise needed to advance your career to the next level.

At **Strategi Institute**, we take pride in delivering cutting-edge knowledge and practical training to prepare you for real-world success. Our **Student Services** team is dedicated to providing personalised support, ensuring a smooth and rewarding learning experience. With expert facilitators, hands-on learning, and a strong industry focus, we equip you with the tools needed to excel in your field.

We are committed to fostering a culturally inclusive, respectful environment that supports your individual needs and professional aspirations. To help you navigate your studies, please take a moment to review our **Student Handbook**, which contains essential contacts, procedures, and key information.

Thank you for choosing Strategi Institute. Completing a course or programme is just the beginning of your professional growth, and **we look forward to being a part of your educational success!**

Ngā mihi nui

DBach

Dot Bach | Head of Institute

M.Prof Std (Hons), BA, GradDipBusStuds (HR), DipTchg, CELTA

© STRATEGI INSTITUTE LIMITED



About Strategi Institute

Strategi Institute is a leading **NZQA-accredited Category 1 education provider**, specialising in financial, professional services, and real estate training. As the education arm of Strategi Group, we've been empowering learners with industry-ready skills and knowledge since 2010.

How we support you

Our **Student Services** team is here to support you at every stage of your learning journey. Whether you're choosing a course, accessing materials, or planning your career, we offer personalised guidance and connect you with the resources you need to succeed.

Our facilitators are more than educators—they're mentors who are passionate about your success. They offer ongoing support, share industry insights, and help you stay motivated and on track. With flexible learning options and a wide range of programmes designed to meet real-world demands, we make it easy to fit study into your life. With us, you're not just learning—you're building a future.

What sets us apart

Powered by **Strategi Group**, New Zealand's leading financial services training provider, **Strategi Institute** delivers top-tier CPD, compliance expertise, and workplace training tailored for regulated industries. With flexible learning options and strong industry ties, we're the go-to choice for professionals aiming to grow their careers.

Our cutting-edge online platform, **Radar**, simplifies CPD management with access to over **400 training programmes**. Covering key areas like compliance, financial management, ethics, and property law, Radar lets you customise your learning to meet industry standards and align with your career goals.

Congratulations on taking this step in advancing your career—we wish you every success in your studies!

© STRATEGI INSTITUTE LIMITED



Contents

What we offer	5
Learning modes	15
Enrolment information	18
Fees	22
Student information	26
Learner voice	31
Student support	33
Academic integrity	37
Concerns and complaints	40
Continuing your learning	43
Copyright and disclaimers	45

© STRATEGI INSTITUTE LIMITED



What we offer

Strategi Institute provides a diverse range of high-quality educational programmes tailored to the specific needs of professionals in the financial services, real estate, and broader professional services sectors. Our courses are designed to strengthen your knowledge, develop your skills, and enhance your professional standing, keeping you competitive in rapidly evolving industries. From NZQA-accredited qualification programmes and micro-credentials to webinars, short courses and continuing professional development—we've got you covered!

Programme/Course	Level	Type
New Zealand Certificate in Financial Services with strands in: • Investment • Residential Property Lending • Life, Disability and Health Insurance • General Insurance	5	NZQA programme
New Zealand Certificate in Real Estate (Salesperson)	4	NZQA programme
Compliance Officer Course (Micro-credential)	5	NZQA course
Consumer Credit (Micro-credential)	5	NZQA course
Anti-Money Laundering and Countering Financing of Terrorism Compliance Officer (Micro-credential)	4	NZQA course
Radar (online learning platform) CPD modules	-	CPD training
Real Estate Authority Verifiable Training	-	CPD training
Webinars	-	Other

© STRATEGI INSTITUTE LIMITED

New Zealand Certificate in Financial Services



Level 5 | Version 2

Credits: 65

The **New Zealand Certificate in Financial Services (Level 5) version 2** (NZCFS (Level 5) V2) is the industry standard qualification for individuals seeking to provide professional financial advice in New Zealand. Recognised as the benchmark standard, this qualification equips you with the essential knowledge, skills, and ethical foundation needed to succeed in the financial services sector.

To achieve this qualification, you'll complete a mandatory **Core strand (35 credits)** and **one or more chosen specialist strands (30 credits each)** tailored to your career aspirations. The specialist strands that we deliver are:

- Investment
- Residential Property Lending
- Life, Disability and Health Insurance
- General Insurance

This flexible structure allows you to build expertise in areas most relevant to your professional goals.

NZQA has approved version 3 of the NZCFS. The version 3 changes are designed to ensure that the qualification remains relevant and effective in preparing financial services professionals to meet the industry's evolving demands.

If you have completed or are completing version 2, you do not need to update your qualification to version 3. However, you may need to complete a CPD module. Students who achieve the relevant qualification of either version 2 or version 3 demonstrate that they have the minimum standards of competence, knowledge, and skill.

© STRATEGI INSTITUTE LIMITED



Core strand

New Zealand Certificate in Financial Services (Level 5) version 2

The **Core strand** forms the foundation of the qualification, providing essential knowledge for all financial services professionals. If you're new to the industry, we recommend completing the Core strand before moving on to your chosen specialist strand.

New Zealand Certificate in Financial Services

Level 5 | Version 2

Credits: 35

By completing the Core strand, students will be equipped to:

- Act in a client's best interest by demonstrating professional practices, including applying relevant legislation, regulations, ethics, risk management, and common compliance standards across the financial services industry.
- Apply research and analysis to develop appropriate financial solutions tailored to client needs.
- Understand the economic environment and its relationship with financial institutions, systems, and markets and how they are interconnected.

© STRATEGI INSTITUTE LIMITED

Specialist strand

New Zealand Certificate in Financial Services (Level 5) version 2



The **specialist strands** allow you to deepen your expertise in specific areas of financial services. Once you have completed your qualification, you may choose to study additional strands.

New Zealand Certificate in Financial Services

Level 5 | Version 2

Credits: 30

Investment strand

The **Investment** strand provides a thorough understanding of investment concepts, legislation, and regulations essential for delivering investment services. This course examines the relationship between investment products and services and individual needs, applying investment analysis principles to ensure the provision of appropriate solutions tailored to investment requirements.

It prepares students for roles such as **investment adviser, portfolio manager, financial planner,** or **wealth management specialist,** enabling them to guide clients through complex investment decisions.

Residential Property Lending strand

The **Residential Property Lending** strand provides a thorough understanding of residential property lending concepts and relevant legislation and regulations that apply specifically to residential property lending services.

This course examines the residential property market and the relationship between residential property lending and individual borrowing needs to ensure suitable lending solutions are provided. We'll cover key lending concepts and frameworks applied to develop appropriate solutions for various lending situations.

Graduates can work as **mortgage advisers, loan officers, or credit analysts** in banking, non-bank lending, or financial advisory firms.

© STRATEGI INSTITUTE LIMITED

Life, Disability and Health Insurance strand

The **Life, Disability, and Health Insurance** strand offers a comprehensive understanding of the life, disability, and health insurance markets. It covers central concepts, relevant legislation, and codes of conduct essential for delivering these services professionally.

This course explores the relationship between insurance needs and the various product types in these areas, helping students identify the most appropriate solutions. You will learn to apply risk management principles to life, disability, and health insurance situations and the processes involved in creating, maintaining (including reviewing), and ending life, disability, and health insurance contracts.

This strand is ideal for careers in **life insurance advising, disability claims management, health insurance underwriting,** or roles focused on personal risk mitigation.

General Insurance strand

The **General Insurance** strand provides students with a comprehensive understanding of the general insurance market, key concepts, relevant legislation, and codes of conduct essential for providing general insurance services professionally.

You'll learn to apply risk management principles to various general insurance situations and understand the connection between insurance needs and the different types of general insurance products when identifying suitable solutions. Additionally, the strand covers the processes involved in creating, maintaining (including reviewing), and terminating general insurance contracts.

This strand is ideal for those pursuing careers in **risk advising, underwriting, accounts management, product specialisation, claims specialisation, or insurance broking.**



© STRATEGI INSTITUTE LIMITED

New Zealand Certificate in Real Estate (Salesperson)



New Zealand Certificate in Real Estate (Salesperson)

Level 4

Credits: 50

The **New Zealand Certificate in Real Estate (Salesperson) (Level 4)** equips you with the essential knowledge and skills to sell property in New Zealand.

This programme covers key topics such as property law, marketing and sales techniques, ethics and professional conduct, New Zealand's real estate regulations, and client relationship management. We will cover property appraisals, listing agreements, and sales, ensuring you are well-prepared for real-world transactions.

This qualification is mandatory to work as a licensed real estate salesperson in New Zealand. On completion, graduates can apply for a Salesperson's licence through the Real Estate Authority and pursue careers as real estate salespeople, property consultants, or buyer's agents, with opportunities to advance to roles such as branch manager or a fully licensed real estate agent with further qualifications and experience.

© STRATEGI INSTITUTE LIMITED

NZQA Micro-credentials



Micro-credentials are stand-alone courses with set learning outcomes to help you build niche skills and enhance your professional profile. NZQA-approved and accredited, our micro-credentials are short, focused learning programmes tailored to meet industry demands and ensure you stay competitive.

Compliance Officer Course (Micro-credential)

Level 5

Credits: 17

Our **Compliance Officer Course (Micro-credential) (Level 5)** provides a comprehensive understanding of compliance officers' legislative, regulatory, and code obligations. The course also focuses on creating a compliance-focused culture, understanding licensing, anti-money laundering and countering the financing of terrorism requirements, using technology to improve compliance, and applying risk management strategies. By the end of the course, you will be ready to drive compliance and reduce risks in your organisation.

Consumer Credit (Micro-credential)

Level 5

Credits: 17

On our **Consumer Credit (Micro-credential) (Level 5)** course, you will gain comprehensive knowledge and skills in navigating and effectively managing consumer credit in today's financial landscape. The course aims to equip learners with the necessary expertise to make informed decisions, mitigate risks, and promote responsible borrowing and lending practices in personal and professional contexts.

© STRATEGI INSTITUTE LIMITED

NZQA Micro-credentials



Anti-Money Laundering and Countering Financing of Terrorism Complaince Officer (Micro-credential)

Level 4

Credits: 8

This Level 4 micro-credential is designed for compliance officers and individuals seeking to enhance skills in **anti-money laundering and countering the financing of terrorism** (AML/CFT).

The course offers in-depth training for AML/CFT compliance officers and those aiming to excel in this field. It combines theoretical knowledge with practical application, ensuring participants understand the AML/CFT regulatory framework, the legal responsibilities of reporting entities, and strategies for effective risk assessment and programme development.

Whether you work in finance, law, accounting, or real estate, this course is tailored to meet the specific obligations of reporting entities in your sector.

© STRATEGI INSTITUTE LIMITED

Continuing Professional Development



Once you've achieved your **NZCFS (Level 5) v2** qualification, Strategi Institute's online learning platform, **Radar**, remains your trusted hub for ongoing professional development.

With over **400 continuing professional development (CPD) modules** available, Radar is designed to help you maintain your regulatory obligations while continuing to grow your knowledge and skills.

Covering topics such as **compliance**, **financial advice**, **business ethics**, **property law**, and **emerging industry trends**, our CPD modules are tailored to support your development at every stage of your career.

Whether you're meeting industry requirements or aiming to expand your expertise, Radar makes it simple to manage and customise your learning journey—all in one convenient platform.

Stay compliant and informed with **Radar and subscribe today**!

The **Real Estate Authority (REA)** regulates the real estate industry in New Zealand and mandates CPD for licensed agents. Agents must complete REA-approved CPD hours to maintain their licence and stay updated on trends, laws, and best practices. This ultimately benefits both their professional growth and consumers. Strategi Institute offers CPD hours of training through two formats:

- A comprehensive two-day REA Verifiable Training course, available in-person and online for convenience.
- Online self-paced learning on Radar.

© STRATEGI INSTITUTE LIMITED

Webinars



Our **webinars** are interactive online sessions that provide valuable insights and cover essential areas such as compliance, regulatory changes, ethics, and best practices, ensuring advisers and professionals stay informed and compliant. Delivered by experienced industry experts, our webinars provide valuable insights, practical guidance, and opportunities for Q&A. Webinars are a convenient way to meet CPD requirements and enhance expertise. Whether live or on-demand, our webinars offer flexible and accessible learning solutions.

Some of our most sought-after sessions covered the following topics:

- **NZCFS (Level 5) updates** – In-depth insights into changes and requirements for the NZCFS (Level 5).
- **FAP licensing and compliance** – Guidance on meeting FAP licensing obligations and maintaining compliance.
- **AML/CFT training** – Comprehensive training on AML/CFT requirements.
- **Ethical decision-making in financial services** – Exploring ethical challenges and strategies to navigate complex situations.
- **Professional development planning (PDP)** – Practical advice on creating and maintaining an effective PDP for ongoing competence.

© STRATEGI INSTITUTE LIMITED



Learning modes

Strategi Institute offers flexible learning designed to fit your life. Whether you're balancing work and study, prefer online learning, or enjoy face-to-face interaction, we provide a range of delivery options to suit your needs. Our goal is to help you learn your way—on your schedule, at your pace, and in the format that works best for you.

Online learning 16

Virtual classroom learning 16

Classroom learning 17

Distance learning 17

Accessing Radar 17

© STRATEGI INSTITUTE LIMITED

Online learning

Online learning is ideal for:

- Those with experience in the financial services industry.
- Busy professionals who prefer minimal time away from their business.
- Students who do not wish to attend classroom-based courses.

Features include:

- All learning materials, including manuals and assignments, are provided online via our eLearning platform, Radar.
- You can study and complete assignments at your own pace.
- Academic support is available through online chat, phone, email, or regularly scheduled support sessions.
- Allows you to enjoy the flexibility of learning without the need to travel to a physical classroom.

IT requirements:

- Ensure you have a computer or laptop with a stable internet connection to complete assignments and attend CPD training as necessary.

Courses taught online:

- NZQA courses and programmes.
- Short courses.
- Closing the Gaps.
- Webinars.
- REA Verifiable Training.

Virtual classroom learning

Virtual classroom learning is ideal for:

- Students who value the flexibility of online learning but also want the interaction of a peer group and an expert facilitator.
- Students looking to gain more self-confidence and business credibility in the financial services sector.

Features include:

- Facilitator-led virtual classroom sessions via Zoom, conducted over consecutive days, typically via the following delivery options:
  - Eight evening sessions, two (2) hours each evening, over four (4) weeks.
  - Four days of sessions, four (4) hours each day.
- Interaction, ensuring you gain insights from the facilitator and fellow learners.
- Opportunity to ask questions, seek support and clarify any doubts regarding assessment requirements.
- A balanced combination of flexibility, expert guidance, and group interaction.
- Flexibility and convenience of a hard copy of the course manual and access to online resources to enhance your learning experience.

IT requirements:

- Laptop: Must be in good working condition and have a safe power cable. You'll need a laptop to attend online sessions and access course content and assignments hosted on Radar.
- Dual screens: It's helpful to have two screens—one for Zoom and another for Radar and course content.
- Working space: Set up a quiet, distraction-free environment. Ensure your workspace is comfortable and provides enough personal space to reduce stress and improve productivity. If the environment is noisy, consider using headphones or earphones.
- Breaks: The facilitator will ensure you take regular breaks of at least five to ten minutes every hour to help maintain focus and health.

© STRATEGI INSTITUTE LIMITED

Classroom learning

Classroom learning is ideal for:

- Those seeking more direct interaction with a facilitator and peers.
- Students looking to gain more self-confidence and business credibility in the financial services sector.
- Individuals who work in the financial services industry but not necessarily as advisers.

Features include:

- Facilitator-led, in-person classroom sessions, held as demand requires, typically run for two or three days.
- Public classes or bespoke training sessions for groups, corporates, or networks.
- Immersive, expert-led training through face-to-face learning, as well as online access to our eLearning platform, Radar.
- Opportunity to connect with others in the industry and gain practical, hands-on experience.
- Flexibility and convenience of a hard copy of the course manual and access to online resources to enhance your learning experience.

Distance learning

Distance learning is ideal for:

- Students who want the benefits of online learning and have physical study materials to make notes and learn at their own pace.

Features include:

- Assignments submitted online via Radar.
- Academic support via online chat, phone, email, or regularly scheduled support sessions.
- Flexibility and convenience of a hard copy of the course manual and access to online resources to enhance your learning experience.

Accessing Radar

Radar is Strategi Institute's dedicated online learning platform.

- Radar provides access to NZQA qualification training, CPD training, assessments, and learning resources.
- All course materials, including assessments, will be provided electronically through Radar, regardless of your chosen study method.
- Radar helps you plan your learning efficiently and provides real-time feedback on your progress, ensuring a smooth learning experience.

Once enrolled, you will receive guidance on how to access and use Radar to:

- Manage your training objectives.
- Attach and link CPD modules.
- Track your progress using the dashboards and reports.

To access your course materials, simply:

- Log in to Radar.
- Click on the ‘Learn’ menu at the top of the screen, then select ‘Qualifications’ from the drop-down menu.
- Your program will be highlighted in orange (currently showing 0% completion).
- Click on the program, then select ‘Go to programme’.
- From there, click ‘Launch training’ for both course strands (this will give you future access to your courses via the Dashboard).
- Accept the course's terms and conditions.
- Need more help? Check out our Radar user guide.

If you encounter issues accessing Radar or your course materials, please don't hesitate to contact us.

© STRATEGI INSTITUTE LIMITED



Enrolment information

We welcome enrolments from both **domestic and international students.** The enrolment period in any NZQA course or programme with Strategi Institute is considered official once you have:

- Completed your **enrolment form.**
- Provided your most up-to-date **contact details.**
- Provided **payment** of all **course fees**.
- Provided **all required documents** and acceptable **proof of identity**, at least **seven (7) days** prior to your intake start date to ensure enrolment is processed on time**.**
- Read and understood the Strategi Institute **Student Handbook.**

For details on required **documentation**, including **proof of identity**, **citizenship or residency**, **academic records**, **English language proficiency**, and other supporting documents, please refer to the enrolment section. You'll also find helpful **enrolment checklists** to guide you through the process.

Enrolment times 19

Recognition of prior learning and credit recognition transfer 19

Enrolling as a domestic student 20

Enrolment criteria exceptions 20

Government funding 20

Enrolling as an international student 21

© STRATEGI INSTITUTE LIMITED

Enrolment times

Enrolment times vary depending on which course or programme you are enrolled in. Visit our website at www.strategi.ac.nz/training-courses for more information on enrolment duration and start dates.

Recognition of prior learning and credit recognition transfer

Strategi Institute recognises that you may already have relevant skills, knowledge, or qualifications that can be credited towards your current programme of study. There are two types of recognition of prior learning:

Credit recognition transfer (CRT): This process allows you to use credits gained from previous formal tertiary study toward a new qualification. Credits can be recognised and transferred if the learning outcomes are similar and successfully met. The previous study may be from the same or a different institution, and can be from a completed or partially completed qualification.

Recognition of prior learning (RPL): This process assesses your existing knowledge and skills to determine if you meet the learning outcomes of a qualification. Knowledge and skills may come from work, life experience, or previous informal study.

Key considerations:

- Our RPL and CRT processes and procedures align with the NZQA framework and guidelines.
- You may apply for RPL or CRT to help meet entry requirements or gain credit recognition. Please note that application fees apply.
- We assess all applications in a fair and timely manner.
- Approved credits will be uploaded and recorded on your New Zealand Record of Achievement (NZRoA).

Fees

- A one-off fee of $50+GST will be charged to cover administrative costs.
- If the initial assessment indicates existing credits can be transferred to a Strategi Institute qualification, a credit reporting fee will be charged to report credits at $5+GST per credit.
- If the initial assessment indicates that a further full assessment (including mapping across courses and qualifications and evaluating work experience) is needed, we will charge a $120+GST per-hour expert assessment fee, and an initial deposit of five (5) hours is required.
- If a full assessment application outcome is successful, the same credit reporting fee applies.

Procedures

- If you wish to apply for CRT or RPL, you should email the Student Support team at support@strategi.ac.nz with the subject line ‘recognition of learning’, ‘prior learning’, ‘credit transfer’, or similar and provide the following evidence:
  - Qualification certificate.
  - Academic transcript.
  - Course descriptor.
- Additional evidence for assessment of work experience includes:
  - Your resume.
  - Testimonials and references.
  - Industry certification.
- Any other relevant evidence and documents (evidence should align with each learning outcome in the course you are applying for).
- Our Student Support team will generate and send an initial assessment fee invoice, which must be paid before the assessment can begin.
- The initial assessment will be completed within three (3) working days of receipt of payment to determine whether a further full assessment is needed.
- If the initial assessment is successful, you may be exempt from parts of the course and proceed with enrolment or credit reporting (credit reporting fees will apply).
- If the initial assessment indicates a further evaluation is required, you will be notified of the additional assessment fees and decide whether to proceed or directly enrol in the Strategi Institute course.
- The full assessment will take up to 21 working days, depending on whether it will involve industry verification.

© STRATEGI INSTITUTE LIMITED

Enrolling as a domestic student

As a domestic student, enrolment requirements may vary depending on the type of course you wish to pursue—whether it's an NZQA-accredited qualification, a short course, or one of our professional training programmes. Our Student Support team (support@strategi.ac.nz) is here to assist you in understanding the specific requirements and ensuring a smooth enrolment experience tailored to your circumstances.

To enrol in any of our NZQA courses or programmes, you must:

- Be a **New Zealand citizen**, a **New Zealand resident**, or an **eligible visa holder**.
- Be **18 years or older**.
- Demonstrate **English language proficiency equivalent to NCEA Level 1 in English**. If you do not meet this, you will need to provide an IELTS (Academic) score of 5.5 with no band score lower than 5, or an equivalent qualification.
- Meet the **academic entry requirements for NZQA Level 5 study** (typically NCEA Level 2 or equivalent). Applicants without formal qualifications may be considered based on relevant work experience or other evidence of ability to succeed.

Additional documentation may be required to confirm your eligibility and academic readiness. Please refer to our enrolment checklist for domestic learners for details on accepted forms of identification and supporting evidence.

Enrolment criteria exceptions

If enrolling in a short course or professional training, you are exempt from the age and English language entry criteria. Any applicant can enrol for:

- Closing the Gaps course.
- Webinars.
- REA Verifiable Training.

When enrolling in the Closing the Gap course, applicants are required to submit a copy of an acceptable photo ID. This does not need to be certified or verified.

Meet the academic entry requirements for your chosen programme, for more details please see the enrolment checklist for domestic students.

Government funding

At Strategi Institute, we are fortunate to receive **government funding** that helps make education more affordable and accessible for our students. A **limited number of funded places** are available for the New Zealand Certificate in Financial Services (Level 5). If you meet the eligibility criteria, this support can reduce your tuition costs, making it easier to gain a high-quality education and build your career in financial and professional services or real estate. Our team is here to help you check your eligibility and answer questions about your funding options.

To be eligible for funding, you must meet the following criteria:

1. Be a New Zealand citizen, permanent resident, or hold a valid residency status.
2. Be enrolled in an NZQA-accredited course or programme eligible for government funding.
3. Meet specific age and residency requirements, which may vary depending on the course or programme.
4. Have the necessary academic and English language proficiency for the chosen course or programme.
5. Have not studied part of the same qualification or a programme with similar learning outcomes.

© STRATEGI INSTITUTE LIMITED

Enrolling as an international student

Strategi Institute is an approved provider for international students. You can study with us **part-time**, provided you meet the **entry requirements**. To enrol as an international student, you must:

- Be **18 years or older**.
- Meet the academic entry requirements for your chosen course.
- Demonstrate **English language proficiency equivalent to IELTS (Academic) 5.5**, with no band score lower than 5, or equivalent (see Appendix A of the enrolment checklist).
- Provide **certified or verified copies of your passport**, **academic records**, **and other documentation**, depending on your study history.
- **Onshore students** must:
    - be **living in New Zealand** during the duration of your study;
    - hold a **valid visa** that permits part-time study; and
    - hold appropriate **medical and travel insurance** for the full duration of your study.
- **Offshore students** (living outside New Zealand) do not need a visa or insurance, but must still meet all other entry requirements.

Please refer to our enrolment checklist for international learners for full details.

Immigration and Visas

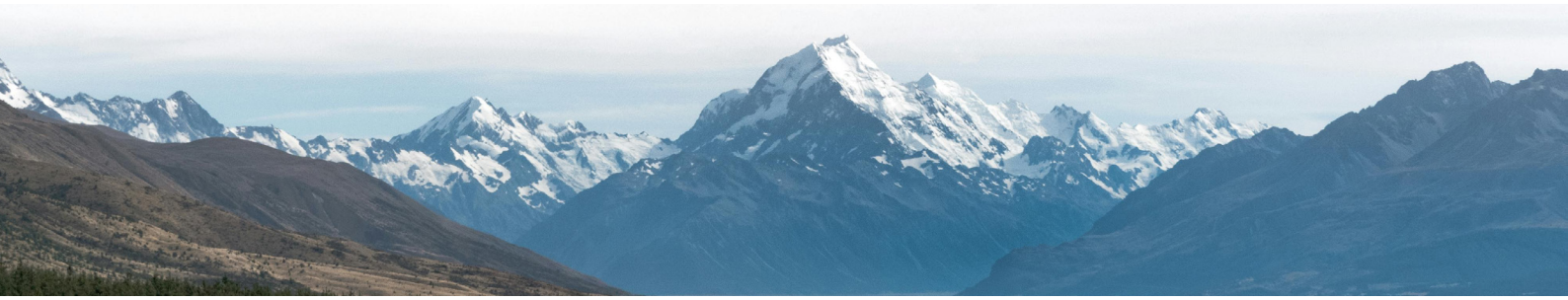
For further information about immigration and visa requirements, visit Immigration New Zealand at www.immigration.govt.nz.

Insurance requirements

All international students residing in New Zealand, including those on working holiday visas, must have suitable health and travel insurance for the duration of their studies. Insurance protects students from high medical expenses, unexpected events, and additional costs for those eligible for New Zealand's Accident Compensation Corporation (ACC). For more information, visit ACC's website at www.acc.co.nz. The insurance also covers your travel to and from New Zealand within and outside the country.

Living in New Zealand

If you are enrolled as an international student, we recommend you visit Nau mai Education New Zealand at www.naumainz.studywithnewzealand.govt.nz for helpful and important information about studying and living in New Zealand.



© STRATEGI INSTITUTE LIMITED



Fees

Fee payment	23
Pricing	23
Student fee protection	23
What's included in your fees?	23
Withdrawals and refunds	24
Non-attendance	25
Exceptional circumstances	25
Change of programme	25
Cancellation	25

© STRATEGI INSTITUTE LIMITED

Fee payment

All fees must be:

- **Paid in full** and deposited directly into the **Strategi Institute account.**
- **Paid immediately** upon receipt of our **GST invoice.**
- **Settled in full before the start of your enrolment** (unless otherwise arranged through a network, corporate partner, or employer).

Please note: Strategi Institute staff are not authorised to accept fees from students or clients on behalf of the Institute.

Ensure that your payment is made immediately after receiving our GST invoice. Any fees that remain **unpaid 14 days** after the commencement of your enrolment will be referred to our debt collection process. If your outstanding fees are forwarded to a debt collection agency, any associated debt collection costs will be added to the amount you owe, and you will be responsible for covering these additional charges.

Pricing

- All prices are per person and exclusive of GST.
- There are no annual administration fees for students.

Student fee protection

In compliance with the Education and Training Act 2020 and the Student Fee Protection Rules 2022, domestic and international student fees are protected and held on trust through a fee protection arrangement with Public Trust. This arrangement ensures that funds are secure in the unlikely event of insolvency, regulatory closure, or withdrawal of accreditation by NZQA.

What's included in your fees?

Your course fees will vary depending on the study method you select. The table below provides full details of what is included in the cost of each study method.

Study method	What's included?
Online	Access to Strategi Institute's eLearning platform, online course manual and material, assignments, assignment marking and feedback, support sessions, and student support (via online chat, email, and phone).
Distance	Access to Strategi Institute's eLearning platform, online course manual and material, one (1) hard copy course manual, assignments, assignment marking and feedback, support sessions, and student support (via online chat, email, and phone).
Virtual classroom	Access to Strategi Institute's eLearning platform, online course manual and material, one (1) hard copy course manual, facilitation sessions, assignments, assignment marking and feedback, support sessions, and student support (via online chat, email, and phone).
Face-to-face class-room	Access to Strategi Institute's eLearning platform, online course manual and material, one (1) hard copy course manual, face-to-face facilitation, catered morning and afternoon tea, venue costs, assessments, assessment marking and feedback, support sessions, and student support (via online chat, email, and phone).

© STRATEGI INSTITUTE LIMITED

Withdrawals and refunds

If you wish to withdraw from a course, you must submit a written request to support@strategi.ac.nz. Your withdrawal will be effective from the date we receive your request. As per section 357(3) of the Education and Training Act 2020, you may be eligible for a refund. Eligibility for a refund depends on the course length and when you submit your withdrawal request. Please refer to the refund schedule below for further information.

Courses three months or longer

Date of withdrawal	Refund
Before the course starts	100% of course fees
Up to the end of the eighth (8th) day after the course start date	90% of course fees paid (or total fees minus $500, whichever is less)
After 8 days of the course start date	Nil refund

Courses between 5 weeks and three months

Date of withdrawal	Refund
Before the course starts	100% of course fees
Up to the end of the fifth (5th) day after the course start date	75% of course fees paid
After 5 days of course start date	Nil refund

Courses between 2 days and 5 weeks

Date of withdrawal	Refund
Before the course starts	100% of course fees
Up to the end of the second (2nd) day after the course start date	50% of course fees paid
After 2 days of course start date	Nil refund

Courses of 2 days or less

Date of withdrawal	Refund
Before the course starts	100% of course fees
After course start	Nil refund

© STRATEGI INSTITUTE LIMITED

Non-attendance

No refund is made if a student enrolment is terminated due to serious misconduct or lack of attendance.

Exceptional circumstances

You are not entitled to refunds after the withdrawal period for any course. However, Strategi Institute will consider refund requests based on extenuating circumstances and compassionate grounds beyond the withdrawal period. Any refund beyond the withdrawal period is at Strategi Institute's discretion. Supporting documentation may be required.

Change of programme

If you wish to transfer to another programme of study during the first eight (8) days of your enrolment at Strategi Institute, you must contact Student Support in writing at support@strategi.ac.nz. Please note that no transfer requests will be accepted after this 8-day period.

Cancellation

Strategi Institute reserves the right to cancel a course if the minimum number of enrolments is not reached. Strategi Institute accepts no liability for personal expenses incurred, provided a week's notice is given for face-to-face or virtual classroom sessions.

Strategi Institute reserves the right to cancel, postpone, or reschedule classes in the event of circumstances beyond its control. No liability will be accepted for any loss or inconvenience caused by such changes. In these circumstances, you may:

- Transfer to another course of the same value at no cost;
- Pay the difference in fees if the course delivery mode is upgraded, e.g. virtual classroom to a face-to-face classroom;
- Switch to online or distance learning (and receive a refund of the difference in price); or
- Receive a full refund of monies paid.



© STRATEGI INSTITUTE LIMITED



Student information

Orientation	27
Health, safety and wellbeing	27
Strategi Institute emergency contact information	27
Pastoral care	27
Emergency contact details	27
Harassment, discrimination, and bullying	28
Special needs	28
Cultural support services	28
Critical incidents	28
Emergency situations	28
Community support and resources	29
Helplines and local mental health services	30

© STRATEGI INSTITUTE LIMITED

Orientation

To ensure a smooth start to your studies, we offer engaging and informative **course orientation sessions** online for all new students. These sessions will guide you through essential tools and features, including how to use **Zoom** for assignment support and navigate our eLearning platform, **Radar**, effectively. You'll learn to access course resources, submit assignments, track progress, and stay updated with important information.

Your attendance is highly encouraged, especially if you are new to Strategi Institute or would like a refresher on making the most of your learning experience. You will receive an invitation to these sessions in your course confirmation email before your start date.

Health, safety and wellbeing

Strategi Institute is committed to creating a supportive, safe, and inclusive educational environment. We aim to create an environment where all students can focus on learning and personal growth.

To ensure that student wellbeing and safety are actively monitored, Strategi Institute will employ the following:

- Regular check-ins with students by designated staff members.
- Analysis of student feedback and surveys.
- Observations and interactions by academic and support staff.

Strategi Institute emergency contact information

For any queries related to your wellbeing, safety, or support, please contact:

Andrew Houston (Student Services Manager)

Email: andrew.houston@strategi.ac.nz

Phone: +64 9 414 1300

DD: +64 9 928 7008

Pastoral care

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) sets out guidelines to ensure students receive the necessary support to achieve their educational goals. Strategi Institute adheres to the Code, which provides a framework for safeguarding the wellbeing and safety of both domestic and international students. Creating a supportive learning environment is a shared responsibility between tertiary providers, students, whānau, and the wider community. Each year, we review how well we supported our learners and identify areas for improvement with action plans. This self-review leads to an annual report published on our website.

Emergency contact details

Under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, Strategi Institute must maintain a record of your emergency contact details and the specific circumstances in which we should contact you. All information provided will be kept confidential by our Privacy Policy.

© STRATEGI INSTITUTE LIMITED

Harassment, discrimination, and bullying

Strategi Institute is committed to providing a safe, respectful, and inclusive space for all our students, staff, and visitors. We do not accept any form of sexual harassment, racial harassment, discrimination, or bullying.

These behaviours are considered serious violations of our policies and will not be tolerated. Harassment, discrimination, and bullying are not only against our code of conduct but are also considered health and safety concerns. We take these matters very seriously and are dedicated to maintaining a supportive and positive learning and working environment for everyone.

If you experience, witness, or become aware of any form of harassment, discrimination, or bullying, it is important to report it immediately. This applies to incidents involving other students, staff, or members of the public.

You can report these issues confidentially by emailing our Student Support team at support@strategi.ac.nz. We will take your concern seriously and take appropriate steps to address the situation. We encourage all students to feel safe and confident in reporting any such behaviours, knowing that your concerns will be treated with care, respect, and confidentiality.

Special needs

If you have any special needs that may affect your ability to undertake training and assessment, please include this information on your enrolment form. Once we receive the details, we will work with you to make the necessary accommodations to support your learning needs.

Cultural support services

We are committed to creating a welcoming and inclusive environment where all students can thrive academically, socially, and culturally. Our dedicated cultural advisers provide language assistance, guidance, and tailored support to meet your needs. These services are part of our commitment to fostering intercultural competence and enriching your learning experience. The cultural support team can help you navigate academic, personal, and cultural challenges, ensuring you feel supported throughout your studies.

Critical incidents

Strategi Institute prioritises the safety and wellbeing of students, staff, and visitors by maintaining a clear process for managing critical incidents. A critical incident is any event that affects safety or disrupts operations, such as accidents or emergencies. All incidents are recorded in a centralised register, detailing those involved, the nature of the event, actions taken, and preventive measures. Trained staff respond immediately to assess and manage incidents, ensuring a swift resolution. Documentation is completed within 48 hours, and all information remains confidential, shared only when necessary and with consent. This process ensures a safe and supportive learning environment.

Emergency situations

If you or someone else is in immediate danger, **call 111** for emergency assistance. These resources are available to support mental health, legal concerns, financial challenges, and more, ensuring that you are never alone in times of need.

© STRATEGI INSTITUTE LIMITED

Community support and resources

Several essential support services are available in New Zealand to assist with various needs. Whether you need advice, mental health support, or financial assistance, these services can help.

Citizens Advice Bureau (CAB)

The CAB provides free advice on various issues, including employment, housing and tenancy, legal matters, financial guidance, government services, immigration and refugee support, and visa processes.

- Visit the CAB website: www.cab.org.nz.
- Call their free helpline: **0800 367 222.**
- Visit a local branch for face-to-face support.

Justice of the Peace (JP)

A JP performs document certification, affidavits, statutory declarations, and other court-related duties.

- Local JP Directory: www.justiceofthepeace.org.nz.
- Many libraries, council offices, or community centres have JP service desks where you can drop in during specified hours without an appointment.
- For urgent enquiries, call **04 918 8447.**

Asian Family Services

Asian Family Services provides free, confidential psychological support and counselling for New Zealand's Asian community. Services are available in multiple languages, including Cantonese, Mandarin, Korean, Vietnamese, and more.

- Call: **0800 862 342** (Monday to Friday, 9.00am to 8.00pm).
- Email: help@asianfamilyservices.nz.
- Website: www.asianfamilyservices.nz.

Work and Income

Work and Income provides financial support, employment services, and social services to individuals in need.

- Website: www.workandincome.govt.nz.
- Call: **0800 559 009.**
- Visit a Work and Income service centre.

© STRATEGI INSTITUTE LIMITED

Helplines and local mental health services

Here are some vital helplines and local mental health services offering free, confidential support:

1737–Need to Talk?

- Services: Free support from trained counsellors for mental health, depression, anxiety, or emotional distress.
- Contact: Call or text **1737** (available 24/7).

Lifeline Aotearoa

- Services: Emotional support and counselling for individuals experiencing distress.
- Contact: Call **0800 543 354** or text **HELP (4357)** (available 24/7).

Depression Helpline

- Services: Support for individuals dealing with depression or anxiety.
- Contact: Call **0800 111 757** or **text 4202** (available 24/7).

Anxiety Helpline

- Services: Help and resources for managing anxiety.
- Contact: Call **0800 269 4389 (0800 ANXIETY).**

Alcohol and Drug Helpline

- Services: Support for substance abuse or addiction issues.
- Contact: Call **0800 787 797** or **text 8681** (available 24/7).

© STRATEGI INSTITUTE LIMITED



Learner voice

At Strategi Institute, we value our learners' voices as integral to shaping our educational practices and services. We encourage a culture of inclusiveness, collaboration, and continuous improvement, ensuring all learners are empowered to share their views and contribute to decision-making.

Strategi Institute will follow the principles of active engagement, transparency, confidentiality, inclusivity, and continuous improvement to ensure students' learner voices are actively encouraged.

Feedback and comments 32

Surveys 32

Privacy protection 32

© STRATEGI INSTITUTE LIMITED

Feedback and comments

We are dedicated to continuously improving our services and programmes. Your feedback, whether compliments, comments, concerns, or complaints, is invaluable to us. You can provide your feedback directly to the Student Support team at support@strategi.ac.nz.

Surveys

Strategi Institute seeks regular feedback through questionnaires or other surveys to gather opinions and ratings on our programmes and courses as part of our improvement process. We use this data to improve the overall educational experience by identifying strengths and areas for development. Feedback helps refine our course content, teaching methods, and Student Support services.

As part of our improvement process, we may seek feedback through questionnaires or other surveys to gather your opinions and ratings on our programmes and courses.

These surveys aim to understand how well our programmes meet your learning, how our graduates perform in the workplace or further study, and how effectively the qualifications prepare you for your career.

Please be assured that all surveys and questionnaires conducted by Strategi Institute will:

- Maintain the confidentiality of individual graduates.
- Inform the ongoing improvement of our programmes, courses, and services.
- Be shared with Strategi Institute staff and external agencies as needed.
- Be made available to students.

Privacy protection

At Strategi Institute, we comply with the Privacy Act 2020 to safeguard your personal information, including your learning achievements and any feedback you provide. You can access and request corrections to your personal information held by Strategi Institute. For more details on how we protect your privacy, please review our Privacy Policy.



© STRATEGI INSTITUTE LIMITED



Student support

Strategi Institute is committed to fostering a positive and inclusive environment that ensures every student can succeed and feel supported throughout their learning journey. We are proud to offer the following support services:

- **Support sessions:** Regular online sessions to assist you with assignment queries.
- **Extensions:** Flexible policies to accommodate unforeseen student circumstances that may affect your ability to meet deadlines.
- **One-on-one check-ins:** Personalised support sessions tailored for students needing assistance.
- **Customised learning plans:** Personalised plans to help you achieve your educational goals.
- **Reminders for support services:** Regular communications encouraging you to access the available support.
- **Private coaching support:** Targeted coaching for academic and personal development needs.

Contact channels 34

IT requirements 34

Submitting an assessment 34

Assignment re-submission 34

Assignment appeals 35

Moderation 35

Support sessions 35

Private coaching 35

Extensions and re-enrolments 35

© STRATEGI INSTITUTE LIMITED

Contact channels

Our experienced team is here to help guide and support you. For general enquiries, please get in touch with us during regular office hours, Monday–Friday, 8.30am–5.00pm:

- **PHONE:** +64 9 414 1300
- **EMAIL:** support@strategi.ac.nz.
- **LIVE CHAT:** on our website (www.strategi.ac.nz) and our online platform Radar (www.radar.ac.nz) Monday–Friday, 8.30am–5.00pm

IT requirements

You will need a computer to complete assignments. Strategi Institute has set minimum technical requirements to ensure you can access and complete your course successfully. Please contact us for further assistance if you have concerns about meeting these requirements.

Learning material: All learning material is provided online, and assignments must be completed on a computer.

IT requirements:

- Ensure reliable access to a computer or laptop with a stable internet connection.
- Microsoft Office is required to open and submit assignments.
- Apple Mac users may need a Microsoft 365 Personal Subscription from the Mac App Store to access Microsoft Office applications.

Without Microsoft Office, you will not be able to open or submit assignments.

Submitting an assessment

All course materials, including assignments, will be provided electronically through Radar, regardless of your chosen study method.

Assignment re-submission

You can submit your revised version for assessment twice within the enrolment period. If you do not meet the assessment criteria after **three (3) attempts**, you will be required to re-enrol, and additional support may be necessary, which will incur further costs.

Please note that all assignments must be completed and passed by the end of your enrolment period. If any assignments remain incomplete or unpassed after this period, you cannot receive your qualification until the required assignments are completed.

If you resubmit your work after the enrolment period has ended, a reassessment fee may apply, calculated on a cost-recovery basis.

In some cases, Strategi Institute may extend the completion period to allow a student additional time to achieve all required assignments. Any revised completion date will be communicated to the affected student in writing.

© STRATEGI INSTITUTE LIMITED

Assignment appeals

If you want to appeal against an assignment result, tell your assessor or one of our Student Support team at support@strategi.ac.nz within **ten (10) working days** of receipt of the assessed work.

If you and the assessor cannot agree, the Academic Manager will consider the appeal. If the assignment appeal is not satisfactorily resolved, it may be referred to a moderator, whose decision will be final.

Moderation

Moderation is the process of reviewing assignments to ensure they are marked accurately, fairly, and consistently.

All summative assignments (final assignments) submitted by students will be internally and externally reviewed. Internal moderation is done by our experienced staff to check that marking is fair and accurate. External moderation ensures our assessments meet industry standards. This process helps ensure that your results are reliable and that the qualifications you earn are of the highest quality.

Support sessions

Strategi Institute delivers free, regularly scheduled support sessions based on demand. These sessions are typically held every week. To ensure you have the opportunity to ask your questions, these sessions are limited to a maximum of **ten (10) students per session**. Please note that these sessions are designed to address assignment-related queries and are held within a one-hour time frame. Your course confirmation documents contain guidance on how to register to attend these sessions.

Private coaching

Strategi Institute offers free support sessions for most strands. However, this option may not be suitable for everyone. Private coaching offers individualised support to enhance your understanding of the course material. It is available to all students and can be delivered online or in person. The cost is **$180+GST per hour,** plus any travel expenses for face-to-face sessions. To arrange a private coaching session, please contact us directly.

Extensions and re-enrolments

Unexpected situations can sometimes impact your ability to complete your course within the enrolment period. If additional time is required, you can apply for an extension if you have faced unforeseen circumstances that significantly impacted your ability to study. Examples include:

- Personal responsibilities such as family or caregiving obligations.
- Illness, accident, or injury.
- Work commitments beyond your control.
- Financial hardship.

Any extension beyond the enrolment period is at the discretion of Strategi Institute and must be requested in writing by emailing support@strategi.ac.nz. Requests must be submitted within the final **two (2) weeks** of the enrolment period and up to a maximum of **three (3) months** after the course end date.

© STRATEGI INSTITUTE LIMITED

All extension requests are reviewed by the Academic Committee, which considers personal circumstances, academic progress, the course enrolled in, and any external regulatory requirements. Extensions may incur costs to cover continued access to course resources, student support, and assessor marking. See the table below for details:

Course	Extension	Fees
New Zealand Certificate of Financial Services (Level 5) New Zealand Certificate in Real Estate (Salesperson) (Level 4)	1 month	$100+GST
	2 months	$200+GST
	3 months	$300+GST

Note: The maximum extension is two months if you are enrolled in a single-strand course for the NZCFS (Level 5) programme. The cost is $100+GST per month.

For international students, the extension period should correspond to your visa conditions.

Micro-credentials	4 weeks	$100+GST
Closing the Gaps and other short courses	2 weeks	$50+GST

If an extension is not possible or appropriate, the Academic Committee will provide a pathway to completion via re-enrolment. A 10% re-enrolment discount may be available based on personal circumstances. If more than three (3) months have passed since the course end date, re-enrolment will be required.

If you do not request an extension and assignments are not submitted and passed before the enrolment expires, your enrolment will lapse. If you have not made meaningful progress in your course, we may decline the extension request and advise re-enrolment.

The Student Support team can be contacted at support@strategi.ac.nz to discuss progress and provide guidance on the best options for course completion.



© STRATEGI INSTITUTE LIMITED



Academic integrity

Strategi Institute is committed to providing you with top-quality courses and supporting you in achieving successful outcomes. Our goal is to help you develop critical thinking and the ability to apply your learning in practical ways that benefit your everyday work. We expect all students to complete their assignments with integrity and honesty, upholding the highest standards of academic conduct.

Academic misconduct 38

Artificial intelligence 38

Disciplinary action 38

Creating a safe and secure learning environment 39

Respectful behaviour 39

Training session guidelines 39

© STRATEGI INSTITUTE LIMITED

Academic misconduct

Cheating and plagiarism are serious violations, and Strategi Institute takes allegations very seriously and will fully investigate any suspected cases. If any violation is found, Strategi Institute reserves the right to take a range of actions, including failure of the assessment, disciplinary measures, or termination of enrolment. Examples include:

- **Plagiarism:** Copying or paraphrasing someone else's work, ideas, or research without proper citation or acknowledgement. This includes using text, images, or data from books, articles, websites, or other sources without crediting the original author.
- **Collusion:** Working with others on assignments or assessments meant to be completed individually and then submitting the joint work as your own.
- **Copying:** Directly copying someone else's answers or work, whether from a classmate, online sources, or any other external material and submitting it as your own.
- **Using artificial intelligence (AI):** Submitting work generated by AI tools (such as chatbots, writing assistants, or other software) as your own without proper acknowledgement.
- **Fabricating data:** Making up or altering data or research findings to make them appear legitimate.
- **Submitting work from previous courses:** Reusing work you've submitted for another course without permission or acknowledgement, a practice known as 'self-plagiarism'.

We are here to help you succeed and encourage you to seek support whenever needed. If you are struggling to complete your coursework, we encourage you to seek assistance from:

- Your facilitator or assessor.
- A senior work colleague who can offer guidance.
- Strategi Institute's Student Support team at support@strategi.ac.nz for additional support and resources.

Artificial intelligence

Strategi Institute strictly prohibits the misuse of generative AI in assessments. These tools may be used only for research, preparation, or brainstorming. All submitted work must be written in your own words. AI-generated content or sourced from websites must be properly cited if quoted or paraphrased. Submitting unreferenced material from AI or other sources is considered academic misconduct and may lead to disciplinary action.

Disciplinary action

Any allegation of misuse of AI or cheating will be fully investigated and may result in disciplinary action. Such action may include:

- Removal from the course.
- Requirement to resubmit coursework.
- Reporting the incident to your employer (if applicable).
- Reporting of the incident to NZQA (if applicable).
- Any other action deemed appropriate.

© STRATEGI INSTITUTE LIMITED

Creating a safe and secure learning environment

To ensure a positive and productive learning experience, we ask that all students agree to uphold the following principles in our learning environment:

- **Cooperation:** We work together, supporting one another to achieve our shared goals.
- **Respect:** We respect the views, beliefs, and opinions of others, fostering an inclusive atmosphere.
- **Learning from mistakes:** We acknowledge that mistakes are part of the learning process and see them as opportunities for growth.
- **Open-mindedness:** It's okay to change your mind and explore new perspectives.
- **Valuing cultural differences:** We appreciate and celebrate our community's diversity of cultures and backgrounds.
- **Confidentiality:** Discussions within the learning environment are confidential, allowing everyone to share openly and without fear.

Respectful behaviour

Aggressive or intimidating behaviour will not be tolerated. We are committed to maintaining a safe and respectful space for everyone.

Training session guidelines

- **No smoking, alcohol, or drugs:** Smoking and the consumption of alcohol and/or drugs are strictly prohibited during training sessions.
- **Recording prohibited:** To safeguard the privacy and confidentiality of all participants, recording the training sessions is not permitted.
- **Mobile phone usage:** Please switch your mobile phone to silent mode and refrain from using it during the training. This helps maintain focus and minimises distractions.
- **Attendance:** You are expected to attend each day of the course. If you cannot attend, prior arrangements must be made with the course coordinator or facilitator.
- **Video participation:** The facilitator may ask you to switch on your video camera during training sessions to ensure you are actively participating and engaged.



© STRATEGI INSTITUTE LIMITED



Concerns and complaints

Informal resolution of concerns 41

Formal complaints 41

© STRATEGI INSTITUTE LIMITED

Informal resolution of concerns

A concern is an issue that is typically minor and can be resolved through informal discussion. Often, concerns arise from misunderstandings or unmet expectations and can be quickly addressed by directly speaking with the person involved.

If you have a concern that may affect your studies or the service you are receiving, we encourage you to contact our Student Support team at support@strategi.ac.nz to discuss the matter and seek a resolution. Student Support can assist you in promptly resolving your concerns. We aim to address your concerns efficiently, ensuring they are handled with care and in the best interest of the outcome.

Formal complaints

If you feel that your concern has not been resolved satisfactorily or if the issue is more significant, you can escalate it to a formal complaint. We are committed to a fair and equitable approach to addressing all complaints.

Step 1: Initial complaint

We encourage you to address your complaint directly with the Strategi Institute staff member you have worked with. This should be done within **five (5) working days** of the issue arising. If you cannot resolve the issue at this stage, you may escalate the matter in writing to the Academic Manager.

Step 2: Academic Manager review

The Academic Manager will acknowledge your complaint in writing and inform you of the next steps. We aim to resolve the complaint within **fifteen (15) working days** from the date of receipt. You will be informed if more time is needed, and a resolution will be provided as soon as possible. Our complaints register will capture information regarding your complaint, actions taken, and outcomes.

Step 3: Request for review

If you are not satisfied with the resolution provided, you can escalate the matter to the Head of Institute (HOI) for further review by emailing Dot Bach at dot.bach@strategi.ac.nz.

The HOI will review the complaint and communicate an outcome to you within **ten (10) working days** from the request date. If you are invited to attend a meeting regarding your complaint, you have the right to bring a support person.

After the complaints process, you will be asked to complete a feedback survey regarding your experience and the outcome of your complaint. This helps us continuously improve the complaints process and ensure that any necessary training is provided to staff.

You have the right to have a **support person** present during meetings related to concerns or complaints. A support person can be a trusted individual such as a family member, friend, counsellor, or advocate. They can help clarify information, provide moral support, take notes, or simply ensure you feel comfortable and heard throughout the process. This support helps you to feel heard, especially when dealing with challenging situations, ensuring your voice is respected and your rights upheld.

© STRATEGI INSTITUTE LIMITED

If your complaint relates to an NZQA-accredited course and you have not been satisfied with the resolution of your complaint through the above steps. You may contact the following external bodies:

- Study complaints (for issues related to fees or financial matters):

  Phone: 0800 00 6675

  www.studycomplaints.org.nz

- NZQA (for complaints about NZQA regulations):

  Phone: 0800 697 296

  www.nzqa.govt.nz/complaint

Further details on other organisations that can assist with complaints and disputes can be found at www.nzqa.govt.nz/complaint.



© STRATEGI INSTITUTE LIMITED



Continuing your learning

Professional registration and licensing 44

Radar – your personalised CPD online learning platform 44

Radar's features 44

© STRATEGI INSTITUTE LIMITED

Professional registration and licensing

Earning a qualification is only the first step. At Strategi Institute, our qualifications are accredited by relevant professional bodies and organisations. However, it's important to note that, even with these qualifications, **you may need to fulfil additional requirements** to register or obtain a licence to practice in your chosen field.

Radar – your personalised CPD online learning platform

As a future learner and professional mindful of compliance requirements, **Radar** will be an essential tool for managing and tracking your learning journey. Our specialised online platform is a comprehensive hub, providing seamless access to NZQA qualification training, CPD courses, and educational resources. With diverse training options, you can customise learning to align with your professional goals and requirements.

Radar's features

- High-quality CPD solutions offering **over 400 modules** across a variety of topics.
- **Streamlined navigation** and **real-time interactivity.**
- Supports **personalised learning plans** and **promotes learning at your own pace.**
- **Single sign-on** so you can access multiple features with one login.
- **Industry-aligned** so you'll remain compliant and current with essential professional knowledge.
- Supports flexible learning suitable for **domestic and international learners.**
- **Integrates external training events into your schedule,** creating a well-rounded learning experience.
- **Tracks your progress** using dashboards and reports.
- **Allows organisations to track workforce progress,** identify skill gaps, and improve productivity.

For more details about Radar, including the CPD catalogue, PDP template and subscription services, please visit our website at www.strategi.ac.nz/online-learning-platform-radar.

© STRATEGI INSTITUTE LIMITED



Copyright and disclaimers

All study materials provided by Strategi Institute are for the exclusive use of our students. Except as permitted under the Copyright Act 1994, no part of our learning materials may be reproduced, stored in a retrieval system, shared, or transmitted in any form or by any means without prior approval. While we take great care in preparing and supplying these resources, Strategi Institute is not responsible for any loss or damage caused by anyone relying on the material provided.

Disclaimers

The guidelines outlined in the Strategi Institute **Student Handbook** are governed by the laws of New Zealand. The information in the handbook is accurate at the time of production and is subject to change. This handbook is intended to guide current and prospective students and will be updated annually.

Fees

Fees and intake dates are subject to change. Visit our website at www.strategi.ac.nz/training-courses for the latest information on all courses and programmes.

Health, safety and wellbeing

The safety and wellbeing of students, staff, and visitors are priorities at Strategi Institute. However, students are expected to take personal responsibility for their safety by adhering to all health and safety guidelines, including emergency procedures. Strategi Institute is not liable for injuries or accidents resulting from failure to follow these guidelines.

External links and resources

This handbook may contain links to external websites or resources for additional information. Strategi Institute is not responsible for the accuracy or availability of the content of these external sites.

Limitation of liability

Strategi Institute is not liable for any direct, indirect, incidental, or consequential damages resulting from using this handbook, including but not limited to errors, omissions, or changes to policies or procedures.

Employment and professional licensure

Completing any course or qualification at Strategi Institute does not guarantee employment or professional licensure. Students are responsible for meeting any additional requirements for registration or certification in their chosen profession.

Acceptance of terms

By enrolling at Strategi Institute, students agree to comply with all policies, rules, and regulations outlined in this handbook and other official documents. This disclaimer is subject to change without notice, and students are encouraged to review the most current version through official communication channels.

© STRATEGI INSTITUTE LIMITED