PROGRAMME HANDBOOK 2019

School of Counselling, Human Services and Social Work
Te Kura Tauwhiro Tangata

Master of Social Work (Professional)
## Faculty of Education and Social Work Academic Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>Dean of Education and Social Work</td>
<td>Associate Dean Mark Barrow</td>
</tr>
<tr>
<td>Head of Initial Teacher Education</td>
<td>Dr Ngaire Hoben (to 30 June)</td>
</tr>
<tr>
<td></td>
<td>Associate Professor Fiona Ell (from 1 July)</td>
</tr>
<tr>
<td>Associate Dean, Academic</td>
<td>TBC</td>
</tr>
<tr>
<td>Associate Dean, International (Strategic Engagement)</td>
<td>Associate Professor Marek Tesar</td>
</tr>
<tr>
<td>Associate Dean, Pasifika</td>
<td>Jacoba Matapo</td>
</tr>
<tr>
<td>Associate Dean, Postgraduate</td>
<td>Professors Toni Bruce &amp; Missy Morton (to 30 June)</td>
</tr>
<tr>
<td></td>
<td>Professor Gavin Brown (from 1 July)</td>
</tr>
<tr>
<td>Associate Dean, Research</td>
<td>Dr Aaron Wilson</td>
</tr>
<tr>
<td>Associate Dean, Students</td>
<td>Dr Rachel Riedel</td>
</tr>
<tr>
<td>Associate Dean, Teaching and Learning</td>
<td>Dr Rena Heap</td>
</tr>
<tr>
<td>Te Tumu</td>
<td>Dr Te Kawehau Hoskins</td>
</tr>
</tbody>
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## School and Heads of School

<table>
<thead>
<tr>
<th>School</th>
<th>Head of School</th>
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<tbody>
<tr>
<td>Counselling, Human Services and Social Work</td>
<td>Dr Allen Bartley</td>
</tr>
<tr>
<td>Critical Studies in Education</td>
<td>Professor John Morgan</td>
</tr>
<tr>
<td>Curriculum and Pedagogy</td>
<td>Professor Helen Hedges (to 30 June)</td>
</tr>
<tr>
<td></td>
<td>Associate Professor Katie Fitzpatrick (from 1 July)</td>
</tr>
<tr>
<td>Learning, Development and Professional Practice</td>
<td>Associate Professor Richard Hamilton</td>
</tr>
<tr>
<td>Te Puna Wānanga</td>
<td>Dr Te Kawehau Hoskins</td>
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## Programme Contacts

<table>
<thead>
<tr>
<th><strong>Director of Social Work (Qualifying Programmes)</strong></th>
<th><strong>Extn:</strong> 48349   <strong>Office:</strong> N406   <strong>Email:</strong> <a href="mailto:b.staniforth@auckland.ac.nz">b.staniforth@auckland.ac.nz</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Barbara Staniforth</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Office:</strong> N406</td>
</tr>
<tr>
<td></td>
<td><strong>Email:</strong> <a href="mailto:b.staniforth@auckland.ac.nz">b.staniforth@auckland.ac.nz</a></td>
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<table>
<thead>
<tr>
<th><strong>School’s Administration Office</strong></th>
<th><strong>Extn:</strong> 48767   <strong>Office:</strong> N302   <strong>Email:</strong> <a href="mailto:a.moller@auckland.ac.nz">a.moller@auckland.ac.nz</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amanda Moller</td>
<td><strong>Office:</strong> N302</td>
</tr>
<tr>
<td>Group Services Coordinator CHSSWK &amp; CRSTIE</td>
<td><strong>Email:</strong> <a href="mailto:a.moller@auckland.ac.nz">a.moller@auckland.ac.nz</a></td>
</tr>
<tr>
<td></td>
<td><strong>Phone</strong> 09 373 7999 ext 48767   <strong>Fax:</strong> 09 623 8903</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Head of School</strong></th>
<th><strong>Extn:</strong> 48140   <strong>Office:</strong> N312D   <strong>Email:</strong> <a href="mailto:a.bartley@auckland.ac.nz">a.bartley@auckland.ac.nz</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Allen Bartley</td>
<td><strong>Office:</strong> N312D</td>
</tr>
<tr>
<td>School of Counselling, Human Services and Social Work (CHSSWK)</td>
<td><strong>Email:</strong> <a href="mailto:a.bartley@auckland.ac.nz">a.bartley@auckland.ac.nz</a></td>
</tr>
</tbody>
</table>

Website [www.education.auckland.ac.nz](http://www.education.auckland.ac.nz)

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E nga iwi o te motu,
  tena koutou E rau
rangatira ma, tena
  koutou
E nga kaumatua, nga koroua, nga whaea,
  tena koutou E nga tamariki, mokopuna,
  tena koutou
E nga tangata o nga tau e wha o te Ao,
  tena koutou, tena koutou, tena koutou katoa.

  Piki mai,
Pake mai.
Nau mai,
Haere mai
  ki tenei pukapuka matauranga

‘Social work involves entering into the lives of people who are in distress, conflict or trouble. To do this requires not only technical competence but also qualities of integrity, genuineness and self awareness’.

### Key Dates for 2019

**Semester One – 2019**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date(s)</th>
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<tbody>
<tr>
<td>Orientation</td>
<td>Monday 4 March 2019</td>
</tr>
<tr>
<td>Semester One begins</td>
<td>Monday 4 March 2019</td>
</tr>
<tr>
<td>Mid Semester Break/Easter</td>
<td>Monday 15 – Saturday 27 April 2019</td>
</tr>
<tr>
<td>ANZAC Day</td>
<td>Thursday 25 April 2019</td>
</tr>
<tr>
<td>Graduation</td>
<td>Friday 3 May</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>Monday 3 June 2019</td>
</tr>
<tr>
<td>Lectures end</td>
<td>Friday 7 June 2019</td>
</tr>
<tr>
<td>Study break</td>
<td>Saturday 8 – Wednesday 12 June 2019</td>
</tr>
<tr>
<td>Examinations</td>
<td>Thursday 13 June – Monday 1 July 2019</td>
</tr>
<tr>
<td>Semester One ends</td>
<td>Monday 1 July 2019</td>
</tr>
</tbody>
</table>

**Semester Two – 2019**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester Two begins</td>
<td>Monday 22 July 2019</td>
</tr>
<tr>
<td>Mid-semester break</td>
<td>Monday 2 – Saturday 14 September 2019</td>
</tr>
<tr>
<td>Graduation</td>
<td>Tuesday 24 September 2019</td>
</tr>
<tr>
<td>Lectures end</td>
<td>Friday 25 October 2019</td>
</tr>
<tr>
<td>Study break</td>
<td>Saturday 26 – Wednesday 30 October 2019</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday 28 October 2019</td>
</tr>
<tr>
<td>Examinations</td>
<td>Thursday 31 October – Monday 18 November 2019</td>
</tr>
<tr>
<td>Semester Two ends</td>
<td>Monday 18 November 2019</td>
</tr>
</tbody>
</table>

**Semester One – 2020**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date(s)</th>
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</thead>
<tbody>
<tr>
<td>Semester One begins</td>
<td>Monday 2 March 2020</td>
</tr>
</tbody>
</table>
Introduction to programme

Nau mai rā ki Te Kura o Te Whare Wānanga o Tāmaki-makau-rau. Kia ora, talofa lava, malo e le lei, kia orana, fakaalofa lahi atu, namaste, 你好 nǐ hǎo

Welcome to the Faculty of Education and Social Work at the University of Auckland and the Master of Social Work (Professional) (MSW (Prof)) degree. We hope you will all enjoy your studies. In this handbook you will find the Regulations and the schedules of courses needed to complete your degree. Please note you need to complete your MSW (Prof) within the time allowed, two years full time or up to six years part time.

This booklet is designed to provide students with information specific to students in Master of Social Work (Professional). It covers useful information about University services and policies of the Social Work programmes. Further information about the University can be found in the University Calendar. You must read the calendar for other important matters relating to being a student at the University of Auckland. It is important that you become familiar with these policies.

The Master of Social Work (Professional) was approved by the Committee of University Academic Programmes under the provisions of the Education Act 1989. The Master of Social Work (Professional) is recognised by the Social Workers Registration Board for the purposes of registration. www.swrb.govt.nz.

There are a number of ways that we will communicate with you about important matters:

Communication with you

The most important method is via your University of Auckland student e-mail address. All students must activate this account by using their username and your password. Important information about lectures, room changes assessment tasks, lecture notes and readings may be advised via this email. Your lecturers and the Programme Director may also send you emails about important matters.

Staff will not be responsible for any disadvantage to you if you do not access messages this way.

Please update all your addresses and phone numbers and ensure that your postal address for mail is current. You can change this on line via Student Services Online.

Support and Advice

Early in Semester One you will be appointed an Academic Advisor from the MSW (Prof) staff. Your Academic Advisor can assist you with programme planning and other academic advice. Their time is limited so you will need to make an appointment to see them. For assistance with your study skills and academic writing you will need to use the excellent services of the Academic Success Centre, Libraries and Learning Service, Pasifika Success Centre or Te Korowai Atawhai.
Programme pathway and structure

The Master of Social Work (Professional) qualification consists of 240 points and is available to study both full-time (2 years) and part-time, up to 6 years.

Listed below are relevant courses in this degree for 2019.

**For all course pre-requisites please see the University of Auckland Calendar 2019 – [www.calendar.auckland.ac.nz](http://www.calendar.auckland.ac.nz)**

### Year One Master of Social Work (Professional)

Year One provides you with papers in key foundational knowledge for social work practice, looking at society and responses to social problems and challenges as well as exploring the professional context of social work. You will learn about key theories and skills in social work, consider the socio-political environment of practice, and consider how research contributes to best practice in social work. You will also explore your own culture, world views and beliefs and consider how they may impact upon your practice. You will undertake your first of two fieldwork practicums.

#### Semester One

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOCWORK 721A</td>
<td>Theories and Skills in Social Work Practice</td>
</tr>
<tr>
<td>SOCWORK 722</td>
<td>Developing Social Work Professional Identity</td>
</tr>
<tr>
<td>SOCWORK 723</td>
<td>Social Work in the New Zealand Context</td>
</tr>
</tbody>
</table>

#### Semester Two

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOCWORK 721B</td>
<td>Theories and Skills in Social Work Practice</td>
</tr>
<tr>
<td>SOCWORK 724</td>
<td>Applied Social Work Research Methods</td>
</tr>
<tr>
<td>SOCWORK 725</td>
<td>Supervised Field Placement I</td>
</tr>
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### Year Two Master of Social Work (Professional)

Year Two provides you with courses that will expand upon your growing social work knowledge. You will consider sociological framing of social work, and critically consider use of power in statutory settings. You will engage in fieldwork practicum over both semesters, and undertake a significant social work research project. You will have a choice of two electives to undertake in semester Two.

#### Semester One

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>SOCWORK 712</td>
<td>Social Work in Statutory Settings</td>
</tr>
<tr>
<td>SOCWORK 713</td>
<td>The Social Work Discourse</td>
</tr>
<tr>
<td>SOCWORK 734A</td>
<td>Professional Social Work Research in Practice</td>
</tr>
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#### Semester Two

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOCWORK 734B</td>
<td>Professional Social Work Research in Practice</td>
</tr>
<tr>
<td>SOCWORK 739</td>
<td>Integration Portfolio</td>
</tr>
<tr>
<td>SOCWORK 735</td>
<td>Supervised Field Placement II</td>
</tr>
<tr>
<td><strong>ELECTIVE:</strong> Choose one of the following:</td>
<td></td>
</tr>
<tr>
<td>SOCCHFAM 731</td>
<td>Child and Adolescent Mental Health Issues</td>
</tr>
<tr>
<td>SOCHLTH 732</td>
<td>Working with Grief and Loss</td>
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</tbody>
</table>
Regulations for the Degree of Master of Social Work (Professional)

The regulations for this degree are to be read in conjunction with all other relevant statutes and regulations including the Academic Statutes and Regulations.

Admission
1. To be admitted to this programme a student needs to have:
   a. completed the requirements for a Bachelors degree with a minimum of 60 points in social science subjects from a New Zealand university or an equivalent degree as approved by Senate or its representative
   and
   b. achieved an average grade of B or higher over 75 points in Stage III of an undergraduate degree
   and
   c. an interview supported by referees’ statements and evidence of suitability is required.

Note: The applicant will be required to consent to a Police Check to ensure they meet the requirements of the Social Workers Registration Act 2003.

2. Admission to the programme requires the approval of Senate or its representative.

3. A student who has not gained an average of B or higher as specified in Regulation 1b must have otherwise shown to the satisfaction of the Dean of Faculty of Education and Social Work capacity to undertake advanced study and research in order to be admitted to the programme.

Duration and Total Points Value
4. A student enrolled for this degree must:
   a. pass courses with a total value of 240 points
   and
   b. complete within the time limit specified in the General Regulations – Masters Degrees
   and
   c. not exceed 280 points for the total enrolment of this degree.

Structure and Content
5. Taught Masters
   a. A student enrolled in this degree must complete the requirements as listed in the Master of Social Work (Professional) Schedule.
   b. A student will not normally be permitted to enrol for part II unless Part I has been completed.

6. A student admitted to this programme must complete the University of Auckland Academic Integrity Course as specified in the Enrolment and Programme Regulations, Academic Integrity, of the University Calendar.

Practical and Professional Requirements
7. a. At the discretion of Senate or its representative, a student who does not pass required courses for Part I may be decline permission to re-enrol in this degree.
   b. Re-enrolment in any of SOCWORK 721, 722, 725 after failing that course requires the permission of the Dean of Faculty of Education and Social Work.
   c. A student must continue to meet the requirements of being a fit and proper person for registration by the New Zealand Social Workers Registration Board throughout the duration of enrolment in the programme as outlined in the programme handbook.
Termination of Enrolment

8.  
   a  if the behaviour of a student in a practice environment is found, after due and fair inquiry, to be disruptive or likely to give rise to a risk of harm to the welfare of any person, the enrolment of the student in the programme may be terminated by Senate or its representative and any application to re-enrol may likewise be declined.
   
   b  A student who is subject to any such inquiry may be suspended by Senate or its representative from lectures, classes and any practice placements pending the outcome of the inquiry.
   
   c  A student whose enrolment is terminated under Regulation 8a may appeal from that decision to the Council or its duly appointed delegate.

Variations

9.  In exceptional circumstances Senate or its representative may approve a personal programme which does not conform to these regulations.

Honours

10. This degree may be awarded with Honours as specified in the General Regulations – Masters Degree.

Commencement

11. These regulations came into force on 1 January 2012.
DELNA (Diagnostic English Language Needs Assessment)

In professional programmes, it is important that students have well-developed academic English language skills to meet the graduating standards of their particular programme. As a consequence, all social work students have to complete the DELNA language requirements.

In the first instance students must complete the online DELNA Screening assessment. Those students who must achieve the required standard automatically to meet the DELNA requirement and need do nothing more in relation to DELNA.

If a student’s screening indicates that diagnosis is required he/she must undertake the two hour pen and paper DELNA Diagnosis. Following the Diagnosis, students need to meet with a DELNA adviser to go over their DELNA profile. Students who have been identified as needing academic language support will be required to work through an individual plan. This is mandatory.

An individual plan will be developed by a DELNA adviser on the basis of students’ DELNA diagnostic results and identified areas of need. The individual plan links to online modules that students complete in Canvas.

The DELNA diagnosis and follow up appointment with an adviser to access an individual plan if required, must be completed within three months of the beginning of Semester One of the degree.

Students who receive the lowest band scores in the DELNA Diagnosis will be required to complete another assessment once they have accessed support. This is called a Post DELNA assessment.

Students who have a diagnosed Learning Disability and have had special conditions approved, can make an appointment with Student Disability Services to access accommodations for DELNA.

Regular meetings with the DELNA Academic Language advisers are necessary for success.
Supervised field practice: Guidelines

Students in the Master of Social Work (Professional) attend placements in Years One and Two. The following information is intended as a brief overview only. Full information will be provided in the semester preceding the first placement.

Note: it is essential that students have a full driving licence for both manual and automatic cars by the end of Semester One prior to their first placement.

Year I field placement (2019)

You must enrol in the course SOCWORK 725 Supervised Field Practice 1. The first placement is designed as a block placement and is a 50 day placement (400 hours). A minimum of 120 days over two years is required. The first placement is designed so that students are provided with the opportunity to observe a good range of social work practice situations and undertake some social work activity as appropriate.

Year II field placement (2019)

You must enrol in the course SOCWORK 735 Supervised Field Practice 2. The second placement occurs over both semester one and two and is done for three days a week. (NB that this placement does occur through the inter-semester and mid-semester breaks). It is a 70 day placement (600 hours) and is designed so that students are provided with the opportunity to work at a more advanced level than at their first placement and may take on more responsibility. It is strongly recommended that one placement have a community focus and one be in a larger organisational setting. Placements will be approved by your Academic Advisor and the Placement Coordinator.

General requirements (duration, hours, etc)

Placements are designed to meet national standards and international professional expectations. The NZ Social Workers Registration Board also set requirements for placements. Our requirement is that 120 days supervised field practice must be completed. These requirements are also important for graduates who may wish to seek work overseas. It is national and international expectation that social work graduates will have undertaken two placements in different agency settings.

Attendance – students must attend their placement daily. Absences must be notified in advance and negotiated with the agency supervisor. Students must ring in if they are sick. Failure to meet these basic professional requirements will be considered unsatisfactory conduct and may lead to a review.

Absence on placement - Attendance on placement

When students are on placement they will be required to attend for the normal agency hours.

Students who are unable to attend because of illness or any other reason, are expected to notify the agency before 8.30 am or as soon as possible. On returning to the campus students should complete an absence form. Absence for more than five days requires a medical certificate. Longer absences while on placement must be discussed with your fieldwork educator and University Fieldwork Coordinator. A total of 120 days on placement must be completed successfully in order for you to meet the requirements of a professional qualification in social work.

Please keep a careful record of your placement attendance, including significant after hours work and/or weekend work, relevant conferences, training events, hui, etc. Students are expected to work agency hours unless the agency works reduced hours or they have negotiated other arrangements. (NB part time placements are not available). If you have special needs e.g. transport, childcare, financial problems, other commitments, please inform your Academic Advisor of the Fieldwork team as soon as possible.

Students will be placed in agencies where staff consider their learning needs will be best met. There is considerable demand for social work placements in the Auckland region as there are at least six programmes requiring supervised practice opportunities. Staff of the Social Work Programme will act to ensure that sufficient quality placements are available. Students do not have the right to turn down placements unless there are exceptional circumstances. Students can assist the Field Education Coordinator by being well prepared. It is vital that students have:

- a current valid full drivers licence able to be produced immediately unless excused on medical grounds
- made adequate arrangements for childcare and family responsibilities during placement
- notified staff of any transport difficulties/requirements
• an up to date, concise Curriculum Vitae (the Fieldwork Coordinator may assist you in preparing this)
• participated fully in developing a statement of learning needs and preferences for your placement
• informed the placement team or programme director of any issues that could impact on your placement
  in a timely and professional manner. Placements cannot proceed without the approval of the Director of
  Social Work. If a student’s academic progress or conduct is unsatisfactory, placement may be postponed
  or withheld.

**Part time students: Supervised field practice**

Please note that all students must undertake two field placements. Placements must be in two different
agency settings.

- SOCWORK 725 - a minimum of 50 days must be completed
- SOCWORK 735 - a minimum of 70 days must be completed

Part time students will be expected to complete the Year One placement in a 50 day block in semester two,
and a 3 day a week placement over semesters one and two in Year Two.

It is the responsibility of students enrolled part time to negotiate with their employers regarding time off to
complete placement requirements. Part time students need to ensure the degree of support being offered by
their employers is clarified prior to engaging in any negotiation with potential host agencies, in order to avoid
disappointment and frustration.

While Social Work programme staff may assist students to negotiate some aspects of time off for placements,
the Programme cannot be held responsible if the student is held back in their course of study by circumstances
determined by employers.

**NB Agency placements**

Where a practitioner / student undertakes a placement within their current employment organisation, policy
should require that learning goals, related to the integration of new knowledge and skills are in place. Their
other placement must be in a different organisation. There is no exception to this, as it is a requirement of the
Social Workers Registration Board.

**External Standards**

The MSW (Prof) is accredited by the Social Workers Registration Board. As such the programme is regularly
standards.
Assignment Process

Assignments are submitted either electronically, or via canvas, or in person.

Paper based and other non-electronic submissions will continue to be collected at the designated on-campus locations. These should be submitted with the coversheet that will be available via the Cover Sheet link located in the left hand navigation bar in your Canvas course site. The coversheets will be individualised with a QR code that will be scanned on receipt.

All non-electronic assignments are handed in at the campus where you attend the course (unless your lecturer advises otherwise).

Students must keep a copy of the written component of all assessment tasks submitted.

Assignments with non-electronic submission should be submitted at the campus where you attend the course, unless your lecturer/Canvas site advises otherwise. Please see below for details of drop off locations and their opening hours:

- Epsom Campus (except Flexi Learning: see below): A114A (The Assignment Centre opposite the Education Student Centre is open Monday – Friday, from 9.30am – 4pm during semester, and reduced hours during semester breaks). Drop box on left hand wall; after-hours drop box located beside the main entrance.

The Assignment Centre will send an automated email to students to confirm receipt of assignments for non-electronic submission only.

Assignment Submission

Non-electronic submission of Assignments

Faculty students across all campuses will generate their own individual coversheets for each assignment. Every coversheet will contain a unique barcode to facilitate prompt processing and automated emails to confirm receipt and advise when an assignment is ready to be picked up.

Find the answers to common questions about preparing and handing in your assignments where it has been indicated the submission is to be on paper. If you still have questions please contact foedassignments@auckland.ac.nz.

Electronic Submission of Assignments

All electronic submission of assignments must be uploaded to an assignment dropdown on Canvas, or Turnitin as assigned by your lecturer. You will be notified at the beginning of your course that the submission of assignments is electronic. You will also be notified about how you will receive your marked assignment back. Usually online submission means your marked script will be made available to you online. Information will be provided as to how to upload your assignment and how to access your marked script online from the Course Director. No coversheet is required for electronic submission.

The submission times of 12:30pm for undergraduate and 4:30pm for postgraduate level 7 coursework apply to submission of all assignments.

Find information about coversheets, forms and course information and assignments frequently asked questions via link: www.education.auckland.ac.nz/en/for/current-students/assignments

Extensions

Requests for extensions must be made to the Course Director (or nominee where applicable) in advance of the due date. Applications must be accompanied by evidence of the need for an extension. Extensions will not be granted for academic workload reasons (for example, a number of assignments due at the same time) but may be considered in the case of temporary illness or injury, or for compassionate reasons. Extensions are granted at the discretion of the Course Director (or nominee where applicable). For further information see www.education.auckland.ac.nz/en/for/current-students/assignments.

Penalties for Late work

Page 14
If you submit coursework after the notified deadline, or after the approved extension, you will have the marks for that coursework adjusted as follows:

a. within one calendar week late – deduct 10% of the total value of the assessment (e.g., for an assignment worth 40%, you score 32 but hands the work in a day late. You lose 4 marks – 10% of 40 – and is awarded a final mark of 28)

b. one to two calendar weeks late – deduct 50% of the total value of the assessment

c. later than two calendar weeks but not after the handing back of other students’ work – 100% deduction.

*Note:* under Examination Regulations 1c and d students must complete “to the satisfaction of the examiners.” This means that you will still need to hand in assignment work even if it is later than two calendar weeks after the deadline.

### Return of Marked Assignments

You can expect to have marked assignments and tests returned within three weeks from the due date. Online assignments are usually returned online, while non-electronic assignments may be returned in class or via the Assignment Centre. An automated email will be sent when these are ready to be collected. You must produce your ID card to collect your assignment.

### Compassionate Consideration (Unavoidable Personal Circumstances)

If you face unavoidable personal circumstances that mean that you are unable to submit a component of coursework, you may apply to the Programme Director for special consideration. You must apply no later than two weeks after the due date of the assignment.

The application is made on the form Compassionate Consideration: Unavoidable Personal Circumstances and must be supported by written evidence from a doctor or counsellor. The form can be found here: [https://cdn.auckland.ac.nz/assets/education/for/current-students/FoEd-96B-Special-Considerationnew.pdf](https://cdn.auckland.ac.nz/assets/education/for/current-students/FoEd-96B-Special-Considerationnew.pdf)

If the Programme Director supports the application, the Course Director in consultation with the Head of School may:

a. either, require the student to re-enrol in the course, or

b. where at least 50% of the coursework has been completed at a grade well above the minimum pass standard, award an assessed grade for the course based on:
   i. either the grade achieved for completed work (one grade lower would normally be awarded in this case)
   ii. or the allocation of a mark for the missing work derived from your ranking on the completed work, or

c. ask you to submit the work by a revised deadline, or

d. submit a new task by a revised deadline.

### Resubmission

With the exception of the two clauses below no provision should be made for resubmission of work for remarking.

At the discretion of the Programme Director, and in consultation with the Head of School, a student who, at the end of the programme has failed no more than one non-practicum course with a D+ grade may be invited to submit to the Programme Director a supplementary piece of work that addresses the areas of concern in the failed course. If the student meets the requirements of this supplementary work a grade of C- will be awarded.
Assessment and Grading Scale

Assessment comprises examinations and coursework. Examinations are run centrally. Programme coursework refers to all other assessments (assignments, seminars, practicum, tests etc.):

1. In courses that involve coursework and examinations students must complete both components to the satisfaction of the examiners.
2. In courses that only include coursework students must complete to the satisfaction of the examiners such oral, practical, written or other tests and assignments as have been prescribed for the completion of the course.
3. In any course, students must complete all assignments.
4. In any course that has a practicum component, a student must pass all components in order to have passed that course as a whole.
5. Course results are reported as grades. There are ten pass grades and three fail grades.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Grade Point</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>High first</td>
<td>9</td>
<td>90-100</td>
</tr>
<tr>
<td>A</td>
<td>Clear first</td>
<td>8</td>
<td>85-89</td>
</tr>
<tr>
<td>A-</td>
<td>Bare first</td>
<td>7</td>
<td>80-84</td>
</tr>
<tr>
<td>B+</td>
<td>High second</td>
<td>6</td>
<td>75-79</td>
</tr>
<tr>
<td>B</td>
<td>Clear second</td>
<td>5</td>
<td>70-74</td>
</tr>
<tr>
<td>B-</td>
<td>Bare second</td>
<td>4</td>
<td>65-69</td>
</tr>
<tr>
<td>C+</td>
<td>Sound Pass</td>
<td>3</td>
<td>60-64</td>
</tr>
<tr>
<td>C</td>
<td>Pass</td>
<td>2</td>
<td>55-59</td>
</tr>
<tr>
<td>C-</td>
<td>Marginal Pass</td>
<td>1</td>
<td>50-54</td>
</tr>
<tr>
<td>Conceded Pass</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D+</td>
<td>Marginal Fail</td>
<td>0</td>
<td>45-49</td>
</tr>
<tr>
<td>D</td>
<td>Clear Fail</td>
<td>0</td>
<td>40-44</td>
</tr>
<tr>
<td>D-</td>
<td>Poor Fail</td>
<td>0</td>
<td>0-39</td>
</tr>
</tbody>
</table>

The development of assessment criteria for coursework should be adapted from the general university expectations for grade-level performance set out below:

<table>
<thead>
<tr>
<th>GRADE</th>
<th>% VALUE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>90 - 100</td>
<td>Work of high to exceptionally high quality showing excellent knowledge and understanding of subject matter and appreciation of issues; well formulated arguments based on strong and sustained evidence; maps and diagrams, graphs and tables, etc included where appropriate; relevant literature referenced; high level of creative ability, originality and critical thinking; excellent presentation and communication skills.</td>
</tr>
<tr>
<td>A</td>
<td>85 - 89</td>
<td>Work showing good to strong grasp of subject matter and understanding of major issues though not necessarily of the finer points; arguments clearly developed and based on convincing evidence; relevant literature referenced; evidence of creative ability, originality and critical thinking; good communication and presentation skills.</td>
</tr>
<tr>
<td>A-</td>
<td>80 - 84</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>75 - 79</td>
<td>Work showing a knowledge of subject matter and appreciation of main issues though possibly with some lapses and inadequacies; arguments developed and supported by some evidence and references; creative ability, originality and critical thinking present but limited; adequate communication and presentation skills.</td>
</tr>
<tr>
<td>B</td>
<td>70 - 74</td>
<td></td>
</tr>
<tr>
<td>B-</td>
<td>65 - 69</td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>60 - 64</td>
<td>Work showing knowledge of subject matter and understanding of major issues through gaps. Frequently work of this grade takes a simple factual approach and understanding and coverage of material is inadequate; does not attempt to interpret the material; at the lower end, indicates a need for considerable effort to achieve improvement; communication and presentation skills are poor.</td>
</tr>
<tr>
<td>C</td>
<td>55 - 59</td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>50 - 54</td>
<td></td>
</tr>
<tr>
<td>D+</td>
<td>45 - 49</td>
<td>Highly unsatisfactory. Work shows a lack of knowledge about and understanding of the topic. Inadequate in degree of relevance, sometimes completeness, sometimes both. Communication and presentation skills are weak.</td>
</tr>
<tr>
<td>D</td>
<td>40 - 44</td>
<td></td>
</tr>
<tr>
<td>D-</td>
<td>0 - 39</td>
<td></td>
</tr>
</tbody>
</table>

Please note that the attainment descriptors are adapted to different levels of learning or degree study.
Support Systems for Students

Where students have questions or concerns about their programme, performance, or personal professional well-being, they are urged to seek immediate assistance from an appropriate source.

<table>
<thead>
<tr>
<th>Nature of your query or concern</th>
<th>Who to see:</th>
</tr>
</thead>
</table>
| **Academic Success Centre** (Student Support) N Block Level 3 foyer | **Student Engagement and Experience** Rebekah Williams ext 48855  
**Academic English Language Support** Jenni Bedford ext 48186  
**Speech Language Therapist** Elaine Tasker ext 48756  
**Maths Support** Angela Spavin ext 48217 |
| **Counselling Support** | Epsom Campus Counsellors: make appointment online under ‘**Student Health and Counselling Services**’ or phone 923-7681 |
| **Deferral, Resignation, Transfer** | Education and Social Work Student Centre – request appropriate form |
| **Difficulty with course content** | Your lecturer/s  
Academic Success Centre – N Block |
| **Feeling at risk of failure/progress causing concern** | Your lecturer/s, Academic Success Centre, **Student Health and Counselling Services**, Director of Social Work (Qualifying Programmes), Course Directors, Pouarataki |
| **Financial, Hardship, Student Association etc.** | ESSA (Education and Social Work Students Association)  
Office: N335 from 10.30 am – 2 pm during semester time.  
Email: info@essa.co.nz  
Website: www.essa.co.nz |
| **Health/Medical** | **Student Health and Counselling Service**, Epsom Campus, R Block  
Phone: 623 8889 or ext 48526 |
| **International Students** | Associate Dean International (Strategic Engagement)  
Dr Marek Tesar, ext 46375 |
| **LGBTI Student Support** | **Faculty Rainbow Network**  
Email: rainbowEDSW@auckland.ac.nz |
| **Scholarships** | Faculty **Scholarships** or  
University scholarships: www.scholarships.auckland.ac.nz |
| **Student Allowances/Loans** | StudyLink, 0800-889 900 |
| **Student Disability Services** | Email: disability@auckland.ac.nz  
Website: www.disability.auckland.ac.nz |
| **Support for Māori students** **Te Korowai Atawhai** | Kaitaki Tauri Māori /Māori Student Support Advisor:  
Audrey Hohaia, ext 48164  
Kaiāwhina & student study space (contact Audrey for location) |
| **Support for Pacific students** **Pasifika Success** | Pasifika Success Coordinator (Level 2 N211)  
Tim Baice, Academic Coordinator, ext 48469 |
| **Support for Students from Refugee Backgrounds** | Jenni Bedford, Academic Success Centre  
Email: j.bedford@auckland.ac.nz |
| **Sylvia Ashton Warner Library** | Epsom Campus – Phone: 09 623 8886  
Email: library@auckland.ac.nz |
| **Timetables, programme of study. Fails, resits, changes to your programme** | Education and Social Work Student Centre, A Block |

You will be advised further about these during orientation (Va’atele) week, as well as the following faculty services:

- Parents room – H404
- Prayer room – A330
- IT services
Library: Essentials for using the Sylvia Ashton-Warner Library

The greatest source of your information and research efforts will be found in the Library. It is essential that you attend the Orientation Programme for the Library.

Library hours – Epsom Campus

Term hours

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8 am – 8 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8 am – 6 pm</td>
</tr>
<tr>
<td>Saturday &amp; Sunday</td>
<td>10 am – 4 pm</td>
</tr>
</tbody>
</table>

Term break hours

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>9 am – 6 pm</td>
</tr>
<tr>
<td>Saturday &amp; Sunday</td>
<td>10 am – 4 pm</td>
</tr>
</tbody>
</table>

The Library lending policy is explained in detail on the library website here: [http://www.library.auckland.ac.nz/services/borrowing-and-requesting](http://www.library.auckland.ac.nz/services/borrowing-and-requesting). It also explains how to request an item and how much the fines are.

Key points to remember:

- There are Subject Librarians who can help you with your research. Go to: [http://www.library.auckland.ac.nz/contacts/subject-librarian/?sbid=0](http://www.library.auckland.ac.nz/contacts/subject-librarian/?sbid=0)
- The Library provides training courses in searching the catalogue, using databases and EndNote. Make a booking at: [https://www.library.auckland.ac.nz/workshops/my_account](https://www.library.auckland.ac.nz/workshops/my_account)
- **Always** check your library account on the Library Catalogue, to find out when your books are due back. You can also renew your books online from here.
- If you receive a recall notice, return the item immediately or by the new due date. There are heavy fines for recalled books not returned by the new due date.
- Email notices about recalled books or overdue items are sent to your student email.
- If you are going to be away from the campus please ensure that you return any library books before you go. The Library will not accept either of the above as excuses to cancel any penalty charges.

Many course readings may also be available as an electronic resource accessed through the Library system.

Short Term Loan

You will find that within the reading lists of most of your courses, an indication that some of the books will be placed on short term loan. This means that items of heavy demand are placed behind the lending desk as short term loan. The items are for use within the library only, but most may be borrowed as overnight loans. An overnight loan is issued in the last 2 hours before the library closes and must be returned by opening time of the library to avoid a fine.

Study Space

Most study space is provided in the Library. Many more study places and computers are provided in the Kate Edgar Information Commons on the City Campus. You are encouraged to make use of these facilities, as regular study habits will prevent overloaded work commitments and stress. Students may request access to classrooms for study groups/seminar practice at times when classrooms are not scheduled. You must make a booking to guarantee access. Discuss your request with your lecturer.
Computers

In general, students are expected to complete all their assignments on a computer. Information technology is an integral part of social work practice, and all students should be computer literate at the time of their graduation.

Students have access to computers in the library, both for library use and for casual use for the completion of assignments as well as research. The Epsom campus also offers to students a range of network services such as internet access, email services and printing. Computers in the teaching labs in N block are also available for student use, Monday to Fridays, when classes are not running.

Workshops

The Libraries and Learning Services also offer advice and workshops to assist you with University study. Workshops include referencing, how to search for relevant journal article, improving listening and speaking skills and writing skills are offered. To register for these courses, visit the Libraries and Learning Services website here.
Academic Integrity

All students admitted to an undergraduate degree and all postgraduate students who have not already completed the Academic Integrity Course are required to do so as a condition for completing their programme of study (see University of Auckland 2019 Calendar, pp 31). Through this online course students will learn how to demonstrate academic integrity in their study and research, improve their knowledge about University rules relating to academic conduct, and understand the consequences of academic misconduct. For more information visit this link: [http://www.auckland.ac.nz/academic_honesty](http://www.auckland.ac.nz/academic_honesty)

Academic Misconduct

The University has a statutory responsibility to encourage the development of intellectual independence in its students. It assesses the achievement of this goal through coursework and examinations. The University expects all students to complete coursework and examinations with integrity and honesty.

The University of Auckland will not tolerate cheating, or assisting others to cheat. It views cheating as a serious academic offence. To ensure that the standard of all University qualifications is maintained, students and staff have a responsibility to prevent, encourage and report cheating. Allegations of academic misconduct at the Faculty of Education and Social Work shall be dealt with by the following process:
**Aegrotat and Compassionate Consideration**

This is a University process that applies only to University Examinations (and Tests). Full details are in the University of Auckland Calendar *Examination Regulation 13*. For assignment information, see *Compassionate Consideration (Unavoidable Circumstances)*.

**Appeal of Course Marks or Grades**

A student who is concerned about a mark or grade for an assessment can appeal in writing to the Course Director for a reconsideration of the mark or grade stating the reason why they consider the mark or grade is inconsistent with the assessment criteria. The written appeal must be received within one week of the work being available for return or grade being notified. The Course Director reviews the mark or grade in relation to the stated reasons or seeks a second opinion if they were the original marker or assessor. If the appeal is not upheld and the student is still concerned a written appeal, restating the nature of the concern in relation to the assessment criteria, needs to be made to the Academic Head.

**AskAuckland**

*AskAuckland* is the University’s online help and support centre. A list of frequently asked questions is available online. If the answer is not available online, there is also the option to have your question or comment sent to the Student Support Team. Students can also drop in to the Education and Social Work Student Centre.

**Change of Name**

The Education and Social Work Student Centre has form to register name changes. Official evidence of name change is essential, e.g., marriage certificate or deed poll papers.

**Conceded passes**

Conceded passes can only be granted in undergraduate degrees consistent with university regulations. For full details see the *University of Auckland Calendar Examination Regulation 20*.

**Course Deletions and Withdrawals**

- A course deletion means that the course will be removed from your academic record and fees are fully refunded. There are specified timeframes within which course deletions can occur. Specific dates at which deletions can occur can be obtained via the following link: [http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html](http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html)
- Withdraw means that you are withdrawing from a course after the deadline for deletion and before the last day to withdraw. Withdrawn courses remain on your academic record with a withdrawn grade and all fees remain owing. A withdrawn grade counts as a fail for Grade Point Average (GPA) calculations. Specific dates at which withdrawals can occur can be obtained via the following link: [http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html](http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html)

**Deferring from a programme**

Full time students can apply to defer the completion of their programme for up to one year, once they have enrolled and started the programme. Forms are available from the Education and Social Work Student Centre.

**Please note:** Students deferring should note that the programme from which they defer may not be available in the same form, sequence or time-frame when they return to study, and full credit may not able to be awarded for previous study.

**Enrolments**

Students must enrol in a timely manner. There are penalties for late enrolment and course changes. For more information, see [here](http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html).

**Fees**

The payment of fees is a student’s responsibility. Fees remain a personal debt if they are unpaid. To find out more about fees, including what happens if fees are unpaid, see [here](http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html).
Forms, Policies and Guidelines
A number of student forms and the University policies and guidelines for students are available on the University website for students to access here. Some of the forms still need to be obtained from the Education and Social Work Student Centre, as they are faculty specific, such as for deferment, resignation from a programme or transferring to another programme.

Group assessment
There may be times when students are required to complete a group assessment task or team based project. Details of such tasks, including group work expectations will be published in course materials to ensure students are clear about what is being assessed and the allocation of marks to the various components of the assessment. More information about group work can be found here.

Graduation
At the successful completion of a programme students will need to apply to graduate using Student Services Online. Further information about applying to graduate is available here.

MyAucklandUni
MyAucklandUni is a student’s one-stop-shop that shows all your important information in one place. It makes it easy to stay informed, understand what you need to do, find information, and complete tasks. Plus you get easy access to enrol in your courses, your student email, Canvas, Student Services Online, your Library information, your personal details and AskAuckland help and support.

Partial Resits
Partial resits are not permitted. A student who has failed a course is required to complete all assessment requirements for the course in which they re-enrol.

Resignation from a programme
Any intention to resign from a programme should be discussed with the Director of Social Work. The relevant form is available from the Education and Social Work Student Centre and must be signed by the programme director.

Request an official transcript
Students are able to create an unofficial transcript which is an unofficial record of courses that they have attempted at the University with Student Services online, which can be used for internal use. If you require an official transcript of your academic record to supply to someone outside the University, you can do so by following the instructions here.
**Student Academic Complaints and Disputes**

If a student has concerns about their course teaching or assessments, or the way that they are being treated by a staff member, the Resolution of Student Academic Complaints and Disputes Statue allows for a prompt and formal resolution of all student academic disputes or complaints, as they arise.

The Resolution of Student Academic Complaints and Disputes at the Faculty of Education and Social Work shall be dealt with by the following process:

![Diagram of the process for resolution of student academic complaints and disputes]

**Student email**

All students enrolled at the university are provided with an email account called student email. At the time of enrolment, students are provided with an email address. This address includes a student’s username characters plus a generic address, e.g., jbon007@aucklanduni.ac.nz. Students are able to access student email through the following link: [http://mail.aucklanduni.ac.nz](http://mail.aucklanduni.ac.nz).

Student email is the main way in which the university communicates with students so it is vital that students access their email account on a regular basis. Failure to do means that students miss out on important information such as communications relating to coursework and academic progress, examinations, graduation, student financials and the library. Urgent and unexpected communications are also sent through this email, e.g., what will happen if a natural disaster strikes the university / the city of Auckland.

Students can forward their university email to a private address if they wish to do so and this can be completed by signing into your account and providing the appropriate details.
Storage and Disposal of Student Work

Examination scripts will be retained in secure storage for only four months following the examination period and thereafter be destroyed (Examination Regulation 23). Thesis, dissertation or research portfolios will be retained until six months after the assessment has been completed.

Assignments will be retained in secure storage until five weeks into the start of the following semester and thereafter destroyed.

Student Services Online (SSO)

Student Services Online is the University of Auckland’s comprehensive online system, which enables students to apply for admission to the university and once accepted into a programmed, enrol in courses. Students can access SSO via the following link: www.studentservices.auckland.ac.nz

SSO also provides students with access to a range of relevant academic information including:

- Course advice and information;
- Enrolment advice;
- Fees advice;
- Timetables, grades and course history advice;
- Graduation.
- Updating personal details.

Course advice and information includes programme requirements and the course catalogue for your programme.

Enrolment advice includes closing dates for enrolment into courses. Students can enrol in their required/selected courses and, if necessary, apply for a course concession. Changes to programmes can be made such as the deletion and addition of courses.

Fees advice

This link enables students to check their account details for fees, charges, payments, credits and refunds. Students can also create an account statement and invoice and make payments online using a credit card.

Timetables, grades and course history advice enable students to view their programme and examination timetables. Grades, course history and unofficial academic transcripts can also be viewed. A request for an official academic transcript can also be made.

Submission in Māori

Assignments and examinations in courses that do not use Te Reo as the medium of instruction may be submitted in Māori provided the Course Director has been consulted within the first two weeks of the course and confirmed the availability of a suitably qualified person with linguistic and subject expertise to mark the work. More information is available here.

Texts and resources

Many required texts are available through UBIQ bookstore, the University Bookshop or Kohia Centre, and it is possible to order these online. You will also be provided with readings in several different ways. Basic readings are provided electronically free of charge. These will be provided to you through Canvas. Your individual course lecturer will inform you how you can access your readings. In addition some hard copies may be available on short term loan in the Library.

Third party assistance

While it is expected that at all levels of study students work independently producing work that is their own, there may be times when help is needed in regard to the improvement of written communication skills. The University of Auckland encourages students to improve their writing skills and permits students to seek assistance from third parties to do so. However, there are limits to the type and level of assistance that third parties can provide. Full details regarding the type of advice and support that third parties can offer can be found here.
Transfers between University of Auckland, Faculty of Education and Social Work Programmes

Transfers between University of Auckland, Faculty of Education and Social Work programmes may be possible in some circumstances, subject to the following provisions:

- All such transfers shall be subject to the approval of the programme leader/Director responsible for the pathway where the student resides and the programme leader / Director responsible for the pathway into which the transfer is sought.
- All requests for transfers will be considered on the basis of University of Auckland’s Credit Regulations for cross-credit and internal credit (see University of Auckland Calendar, pp 26). Where programme components vary, full credit for already-completed courses may not be awarded.

Transfer to other Colleges / Faculties of Education

A student is expected to complete the programme for which he/she is selected. However, if a student decides to transfer to another college / faculty of education then they must resign from the Faculty of Education and Social Work programme in which they are enrolled by following the process for ‘Resignation from the Programme’.

Updating addresses and personal details

With SSO students can quickly update their personal details whenever they choose. While students cannot change verified information, such as names online, you can make sure that the University has up-to-date contact details. We do occasionally post correspondence to the mailing address that was listed when applications were submitted, such as acknowledgment letters, fee invoices, student ID cards or graduation information.

University Proctor

The Proctor is the primary reference point in the University for all matters relating to student non-academic misconduct, including complaints against students, or disputes between students. While the Proctor does not handle academic complaints or disputes, they are able to provide students with advice about the policies and procedures in this area. For more information about the University Proctor, see here.

Vulnerable Children’s Act

Every student applying for admission or admitted to an Initial Teacher Education programme or Bachelor of Social Work, Postgraduate Diploma in Counselling Theory, Master of Counselling and Master of Social Work Professional programme will be subject to safety checks under the Vulnerable Children Act 2014. A safety check includes (but is not limited to) a New Zealand Police vet and an assessment of the risk, if any, that the student would pose to the safety of children if employed or engaged as a children's worker. If a student enrolled in an Initial Teacher Education, Counselling or Social Work programme is found to have been convicted of a specified offence (as listed in Schedule 2 of the Vulnerable Children Act) or otherwise assessed to pose an undue risk to the safety of children, they may not be permitted to perform the required practical work and so be unable to complete the programme.

Students in the Bachelor of Sport, Health and Physical Education will also be subject to safety checks under the Vulnerable Children Act 2014 during the second year of their programme, prior to enrolment in EDUCSW 302 and SPORT 204. This will not prevent any student from attaining their qualification but may limit his/her options with regards to available service-learning opportunities and employment opportunities. Students will need to discuss this further with the programme staff. Please refer to the legislation here for more information.

If you have concerns about past convictions for specified offences or whether you could be assessed to pose an undue risk to the safety of children, you should notify us by emailing. You should note that the Criminal Records (Clean Slate) Act 2004 does not apply to Police vets conducted to perform safety checks of core children’s workers under the Vulnerable Children Act 2014, even if it would normally permit that person to conceal their criminal convictions.

Withdrawal from Courses

Withdrawals from courses must be completed formally through the Education and Social Work Student Centre. For more information about course withdrawals, see here.
Professional Requirements and Conduct

As in any professional programme of study, a high level of professional ethics is expected of both staff and students alike. Particularly when working in fieldwork settings and when conducting research, students will be expected to observe the University of Auckland and site-specific codes of conduct as well as the provisions of The Privacy Act.

Attendance

Full attendance is expected in all on-campus courses/classes and during practicum placements or other fieldwork. Non-attendance will put at risk students’ ability to meet learning outcomes. All absences should be discussed with the lecturer/s or the fieldwork supervisor as a matter of professionalism and courtesy. Please see the Director of Social Work (Qualifying Programmes) or a counsellor if you feel this is more appropriate.

Cheating and Plagiarism

The University of Auckland will not tolerate cheating, or assisting others to cheat, and views cheating in course work as a serious academic offence. The University Guidelines (2001) on cheating define plagiarism as the use of other people’s work in an assignment, and presenting it as your own without explicitly acknowledging or referencing where it came from. Work can be plagiarised from many sources – including books, articles, the internet, and other students’ assignments. Therefore, all assignments must be accompanied by a signed, student written declaration. This written declaration can be obtained via the following link: foedassignments.auckland.ac.nz.

You may have up to 100 percent of marks deducted for an assignment if it includes someone else’s unattributed, or less than fully attributed, work or ideas. In serious cases disciplinary action may be taken.

You can avoid cheating by:
1. Being honest, with appropriate referencing, about all sources you have used and the level of indebtedness to those sources.
2. Not copying any part of any other student’s work.
3. Not using material from previously submitted assignments.
4. Not making up or fabricating data.
5. Not using material from commercial essay or assignment services, including web-based sources.

You can help others avoid cheating, and avoid being accused yourself, by:
6. Not letting any other student copy any part of your work.

If you have any doubts about what is an acceptable level of collaboration or discussion with other students, you should talk about this with the Course Director BEFORE you hand in the work for grading.

There is a difference between “getting help” and cheating. “Getting help” is directed towards assisting you to understand the material and assignment questions so that you are in a better position to create your own answers – this is acceptable. “Getting help” could be obtained through a discussion with a student group, academic staff or tutors in preparation for doing an individual assignment.

Talking about an assignment and methods of solving problems with other students is an acceptable form of collaboration in the learning process, and is encouraged. Cheating arises, for example, if a student copies another student’s answers or ideas, or someone else writes some, or all, of a student’s assignment. You should keep all preparatory notes and assignment drafts.

If you are having difficulties with your ability to manage the workload of the course you should seek assistance. It is better to deal with issues of workload and stress as they arise, rather than to be accused of cheating.
**Referencing**

Correct referencing is **essential** to good essay writing. Poor referencing and use of literature impacts on grades for written assessments. The University of Auckland uses the APA 6th referencing style.

Referencecite is the official University of Auckland website which offers assistance on all aspects of referencing. Visit it at [www.cite.auckland.ac.nz](http://www.cite.auckland.ac.nz)

**Need more information?**

For a complete referencing guide see the Publication Manual of the American Psychological Association. The Sylvia Ashton-Warner Library holds copies of this.


**Professionalism and the use of social media**

Access the following links for professional and practical guidelines for the use of social media to help you maintain professional standards. [Professionalism and the use of social media guidelines](#) or [Teachers and Social Media](#).

**Jury Service**

If you are called up for jury service you are able to request a letter of support from your Director of Social Work (Qualifying Programmes) so that your programme of study is not put in jeopardy. Applications to apply for exemption are considered on a case-by-case basis by the court registrar and they are not always accepted. Please take your jury summons documentation to the Practicum Office in H201a for Teacher Education Programmes or the School’s Administration Office in N303 for Social Work and Counselling programmes or Programme Leader for BSportHPE. (Please refer: [https://www.justice.govt.nz/courts/jury-service/what-it-involves/](https://www.justice.govt.nz/courts/jury-service/what-it-involves/)).

**Social Worker Registration**

All social work students must meet the fit and proper requirements as set out by the Social Work Registration Board. See [http://swrb.govt.nz/about-us/policies/](http://swrb.govt.nz/about-us/policies/) for further information about the policy.
The University is committed to providing students with an outstanding learning and teaching experience, programmes of study that are challenging and of international calibre, and opportunities and support to achieve their academic potential.

To ensure we continue to meet these commitments, we need to know how well we are doing and what you would like to see done better. Feedback from students provides the University with the ideas and incentives to make further improvements to what we do.

Do students have to give feedback?
Giving feedback is entirely voluntary and you will never be compelled to do so. But just as your university experience benefits from previous student feedback, future students will benefit from any feedback you choose to give. And you will may also see changes resulting from your feedback during your time as a student at the University.

The first step to making your voice heard is to complete the course evaluation or survey provided to you by the University. The more students who complete the evaluation or survey, the more significance and impact the results can have.

The University sometimes may take a few weeks, months or longer to take on board and action student suggestions. In some cases, you will reap the benefits yourself, and in others, future students in your course or programme will benefit.

Make sure your feedback is constructive and effective
As a student, you will know when you have received helpful feedback, and when you have gotten feedback that doesn’t really give you the information you need in order to improve or reflect on your work.

- make sure your feedback is specific and realistic
- Focus on issues, not specific people
- suggest solutions
- keep it relevant

Types of feedback

SET
Each semester students receive a Summative Evaluation Tool or SET evaluation for each taught course they are enrolled in. The SET evaluation will include questions about the course and about your teachers. These evaluations allow you to provide constructive, honest feedback that can help a teacher or teaching team to make improvements to a course.

Learning and Teaching Survey
Each year, 10,000 students are selected to complete the annual Learning and Teaching Survey. The University runs this survey so we can understand how things are going for students and make positive changes around the University based on student feedback. This survey is the main way the University gathers information from students on their overall experience of studying at this University, and uses this information to set priorities for the next year(s).

Student representatives
Volunteering as a class representative is an excellent opportunity to provide feedback, and to pass on the feedback of your peers to your teachers. Class representatives can also participate in academic unit and faculty level staff-student consultative committees.

At a university level, student representatives sit on all of the University’s key academic committees, and elected student representatives from the different student associations across the University attend the Vice-Chancellor’s Student Consultative Committee where they discuss issues of importance to students with the Vice-Chancellor and senior staff.
What happens to your feedback?

Each year the results of course and teaching evaluations (SET) and the Learning and Teaching Survey results are analysed and reviewed in a series of meetings with the Vice-Chancellor (Academic), the Director of Learning and Teaching, the Manager, Academic Quality, each faculty dean and other faculty staff to review what students have said, and what is planned in response.

Faculties identify a number of priority initiatives that they will work on to improve the learning and teaching environment, as identified by students in their faculty. These are reported to the University Teaching and Learning Committee.

For SET evaluations, the results are returned to academic staff and the Academic Head (Head of School). It is the responsibility of the teaching staff to judge how best to use the feedback in making adjustments and/or improvements to their course, teaching practices etc.

Teaching staff are strongly encouraged to tell students what changes will/have been made in the course and its teaching as a result of what students have said in their feedback.

Courses with low ratings

A summary of the evaluation results for each faculty is also provided to the respective dean. As mandated by University policy, this summary includes a list of all courses that do not reach a minimum 70% ‘agree/strongly agree’ response level to the question ‘overall, I am satisfied with the quality of this course.’ The faculty reviews each course to determine what factors have contributed to the student rating, makes improvements where necessary, and subsequently assesses, through re-evaluation, if students rate the course more highly. These courses are discussed in the annual meeting with the Deputy Vice-Chancellor (Academic).

For more information about student feedback, including some of the changes that have come about from student feedback, visit the University’s website here.