

**PROGRAMME HANDBOOK 2017**

School of Counselling, Human Services and Social Work

# Master of Social Work (Professional)

**EPSOM CAMPUS**

Private Bag 92601  
Symonds Street Auckland 1150, NZ Gate 3, 74  
Epsom Ave,  
Epsom Auckland

## MASTER OF SOCIAL WORK (PROFESSIONAL)

### Programme Contacts

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**Head of School**

Dr Allen Bartley  
School of Counselling, Human Services and Social Work (CHSSWK)

Extn: 48140 Office: N312D  
Email: [a.bartley@auckland.ac.nz](mailto:a.bartley@auckland.ac.nz)

**Director of Social Work (Qualifying Programmes)**

Dr Barbara Staniforth

Extn: 48349 Office: N406  
Email: [b.staniforth@auckland.ac.nz](mailto:b.staniforth@auckland.ac.nz)

**School's Administration office**

Amanda Moller  
Group Services Coordinator CHSSWK & CRSTIE

Extn: 48767 Office: N302  
Email: [a.moller@auckland.ac.nz](mailto:a.moller@auckland.ac.nz)  
Phone: 09 623 8899 ext 48767  
Fax: 09 623 8903

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

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,  
Kake 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'.

Lishman, J. (2002). Personal and professional development. In R. Adams, L. Dominelli, & M. Payne (Eds.). *Social work themes, issues and critical debates*. (2<sup>nd</sup> ed.). (pp. 95-118). London, England: Macmillan.

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## Introduction

### Master of Social Work (Professional)

Welcome to 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 the 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.

### Communication

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

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 Student Learning Unit, Pasifika Success Centre or Te Puna Wānanga.

## Key Dates for 2017

### Semester One – 2017

Orientation	Thursday 2 March 2017
Semester One begins	Monday 6 March 2017
Mid Semester Break/Easter	Friday 14 April – Saturday 29 April
ANZAC Day	Tuesday 25 April 2017
Graduation	Monday 1, Wednesday 3, Friday 5 May 2017
Queen’s Birthday	Monday 5 June 2017
Lectures end	Friday 9 June 2017
Study break	Saturday 10 – Wednesday 14 June 2017
Examinations	Thursday 15 – Monday 3 July 2017
Semester One ends	Monday 3 July 2017

### Semester Two - 2017

Semester Two begins	Monday 24 July 2017
Mid-semester break	Monday 4 – Saturday 16 September 2017
Graduation	Tuesday 26 September 2017
Labour Day	Monday 23 October 2017
Lectures end	Friday 27 October 2017
Study break/exams	Saturday 28 October – Wednesday 1 November 2017
Examinations	Thursday 2 – Monday 20 November 2017
Semester Two ends	Monday 20 November 2017

### Semester One – 2018

Semester One begins	Monday 26 February 2018
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## General Information

### Enrolments, withdrawals and course changes

You must **enrol** in a timely manner and there may be penalties for late enrolment or late course changes.

Students may withdraw from courses should their situation change, however this should not be done without discussion with the Academic Advisor or Director of Programme. Neither your academic advisor nor the programme director can formally withdraw you from courses, this is a task that you must do yourself.

Late deletions are usually only allowed for medical or serious personal reasons and you must go to the Student Health Centre to ensure that the correct procedure is followed.

### Fees

The payment of fees is your responsibility. Fees remain **a personal debt** if they are unpaid and you have started the course. Failure to pay fees within the required time means that Canvas and library access will be removed and you may need to pay a penalty fee to be reinstated. You will not be able to graduate until all responsibilities have been met.

You must formally withdraw from courses within the first two weeks of the Semester to avoid debts. Students need to keep up to date at all times with the status of their enrolments. Deletions are stressful and impact on your study.

See the 2017 [Calendar](#) for detailed rules regarding enrolment and withdrawal.

### Study space

Most study space is provided in the Library. Many more study places and computers are provided in the 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 practices at times when classrooms are not scheduled. You **must** make a booking to guarantee access. Discuss your request with the School office.

### Texts and resources

Many required texts are available through University Book Shop. It is possible to order these books online from [www.ubsbooks.co.nz](http://www.ubsbooks.co.nz) or Phone 09 306 2700. There is \$3 courier service within the Auckland area and a cost of \$6.00 - \$8.00 freight for elsewhere in NZ.

You will 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.

The School uses a range of assessment methods including: journals, photo projects, multi task assignments, reports, case studies, seminars, essays presentations, group projects and tests. The cost of materials required for the preparation of assignments will be the responsibility of students unless otherwise specified.

### Accreditation

The Master of Social Work (Professional) was approved by the Committee for 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 purposes of registration. [www.swrb.govt.nz](http://www.swrb.govt.nz).

### Student feedback

Courses delivered at the University of Auckland are regularly reviewed in a centralised, anonymous student review process. The results of these processes are provided to programme administrators who are responsible for action on student concerns. The University has a Quality Management System which ensures that all courses and programmes are subject to monitoring and review. In addition to this formal system, lecturers should provide other opportunities for you to provide feedback, throughout courses or at the end of them.

## Assignment Process

### CANVAS:

Most, if not all, of your assignments will be able to be electronically submitted via the Learning Management System, Canvas.

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).

Please see below for details of drop off locations and their opening hours:

<ul style="list-style-type: none"><li>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 to on left hand wall; after-hours drop box located beside the main entrance.</li></ul>
<ul style="list-style-type: none"><li>City Campus: Drop box for Liberal Arts courses is on Level 1, 15 Wynyard Street 8.30 am – 7pm during semester time. During semester breaks: 8.30 am to 5 pm.</li></ul>
<ul style="list-style-type: none"><li>Tai Tokerau Campus: ICT Suite foyer 8.15 am to 4.15 pm.</li></ul>
<ul style="list-style-type: none"><li>Manukau Campus: Programme office NQ227 7.30 am to 9.00 pm (and until 4 pm Saturdays)</li></ul>

## 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](mailto:foedassignments@auckland.ac.nz).

### Electronic Submission of Assignments

All electronic submission of assignments must be uploaded to an assignment dropbox on Canvas, Moodle, 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 12:30 pm for undergraduate and 4:30 pm for postgraduate level 7** coursework apply to submission of online 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](http://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](http://www.education.auckland.ac.nz/en/for/current-students/assignments).



## Assessment and Grading Scale

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

In courses that involve coursework and examinations students must complete both components to the satisfaction of the examiners.

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.

In any course, students must complete all assignments.

In any course that has a practicum component, a student must pass all components in order to have passed that course as a whole.

Course results are reported as grades. There are ten pass grades and three fail grades.

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

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

GRADE	% VALUE	DESCRIPTION
A +	90 - 100	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.
A	85 - 89	
A -	80 - 84	
B +	75 - 79	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.
B	70 - 74	
B -	65 - 69	
C +	60 - 64	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
C	55 - 59	
C -	50 - 54	
D +	45 - 49	Work lacking breadth and depth. Work generally has 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.
D	40 - 44	
D -	0 - 39	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.

*Please note that the attainment descriptors are adapted to different levels of learning or degree study.*

### Supervised field practice: Guidelines

Students in the MSW (Prof) go on placement in Years One and Two. The following information is intended as a brief overview only. Full information will be provided in the semester preceding 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 (2017)

You must enrol in the course **SOCWORK 725 Supervised Field Practice and Professional Development 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 (2017)

You must enrol in the course **SOCWORK 735 Supervised Field Practice and Professional Development 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 more responsibility. It is required that the second placement will be in a different setting. 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 Co-ordinator.

#### General requirements (duration, hours etc)

Placements are designed to meet national and international professional expectations. The NZ Social Workers Registration Board also has set requirements for placements. Our requirement is that 120 days supervised field practice must be completed. These requirements are also important for any graduates who may wish to seek work overseas. It is a 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.

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 negotiated individually. Students must attend their placement agency for a minimum of six hours per day. 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 Co-ordinator may assist you in preparing this)
- participated fully in developing a statement of learning needs and preferences for your placement
- informed the programme 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 Year 1 placement in a 50 day block in semester two, and a 3 day a week placement over semester one and two in Year 2.

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. A subsequent placement must be in a different organisation. There is no exception to this, as it is a requirement of the Social Workers Registration Board.

## **Support services**

A full range of support services are available on the campus. You will be advised about these during orientation week.

They include:

- disability liaison
- health
- counselling
- student learning unit
- IT services
- Māori/Pasifika academic support staff
- ESSA – Education and Social Work Students Association
- AUSA – Auckland University Students Association

In certain circumstances grants are available through the student counselling service to assist with situations involving financial hardship.

These services are described in the University Calendar, which is available in the library and on the University website [www.auckland.ac.nz](http://www.auckland.ac.nz).

## **Student Learning Services**

We strongly advise you to seek support from the Student Learning Services, Pasifika Success or Te Puna Wānanga to assist you in your study. They have some very useful pamphlets on essay writing and referencing, and offer regular seminars on study skills, time management and essay writing. Staff in the Student Learning Services are very helpful – seek help early, don't leave it until your course of study feels overwhelming.

## **The 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. You will be required to be a confident user of electronic resources and databases. We have subject liaison librarians who can assist you.

## Library hours

<b>Term hours</b>	
Monday – Thursday	8am – 8pm
Friday	8am – 6pm
Saturday & Sunday	10am – 4pm

<b>Term break hours</b>	
Monday – Friday	9am – 6pm
Saturday & Sunday	10am – 4pm

## 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 **half an hour** before closing time and **must** be returned within half an hour of opening.

Further information on the library is available in the University Calendar and in the library services booklet. Many course readings may also be available as an electronic resource accessed through the Library system.

## 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.

### Please read carefully

#### Attendance

Regular attendance is a professional requirement of MSW (Prof) courses. An unsatisfactory attendance record may lead to failure to be credited with a pass in course components where attendance is required and stated in the course outline booklet, and failure to qualify for the awarding of the degree. The course outline booklet will explain the requirements for each course.

Should students not be able to fulfill the attendance requirements for medical or family reasons, then **the onus is on the student** to meet with the lecturer concerned to establish their ability to continue with the course. In some cases extra work may be set.

Students are considered to be in attendance if they are present at any place approved by the University of Auckland as being appropriate for the pursuance of their training, including placement.

#### Appointments with staff

Staff are available to speak with students during non teaching hours but not on demand. Please be professional in your approach, and make appointments face-to-face or by phone or e-mail.

#### Leave of Absence Procedures

##### Absence from lectures

Students' absent because of sickness, or for any other reason, should advise the lecturer by phone or e-mail. A medical certificate is required for an absence of five or more days. Where leave is required for other than sickness, please lodge a request in writing to the Director of Social Work. .

Any student who, through illness, may put others at the University at risk, should consult a doctor and act on the advice of that doctor. Prolonged leave is not commensurate with study and students are encouraged to withdraw in situations involving extended illness or family crises. An application form for late deletion for medical reasons is available from the Student Contact Centre.

##### Absence on placement - Attendance on placement

When students are on placement they will be required to attend for the normal agency hours, with a minimum attendance of 6 hours per day excluding breaks.

Students who are unable to attend because of illness or any other reason, are expected to notify the agency before 8.30am 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 professional development lecturer. 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.

#### Lateness

The social work programme has developed a policy on lateness for the following reasons:

1. Lateness is unprofessional and incompatible with the development of a professional approach to work with future clients and colleagues.
2. Lateness inhibits the development of effective time management skills and an organised approach to work.
3. Lateness disrupts the learning process and demonstrates a lack of courtesy and consideration for staff and the needs of other students.

## **Guidelines on lateness**

1. Both lecturers and students have a responsibility to ensure classes start on time.
2. Where there is an attendance requirement rolls will close 15 minutes after the start of a class.
3. Some MSW (Prof) courses will contain **an 80% attendance requirement**. If students do not meet this requirement they will not gain a passing grade. The course co-ordinator may set extra work for students with poor attendance and deduct marks from a student's overall grade.
4. Attendance records for all students will be assessed by staff on a regular basis and prior to students going on placement. Any failure to achieve the required attendance could lead to the student being asked to undertake additional work or it could be judged to have put their graduation at risk.

## **Drivers licences**

All students are required to have a full drivers licence by the end of Semester One prior to the first placement. **If you do not have a full drivers licence by this time you will not be able to proceed on placement.** There will be no exception unless you are unable to drive for disability/ medical reasons.

It is a general expectation of the social work profession that all practising social workers are able to drive both a manual and automatic car. Placement agencies also expect all students to have this ability, and may not accept students without a full licence.

## **Working with all people**

The Social Work programmes at the University of Auckland recognise the bicultural commitments and responsibilities of all are students. Graduates of our social work programme must also be able to demonstrate competence in working with all people. As such, all students will be required to work in groups, pairs, and on placement with people of all genders, ethnicities, ages, or sexual orientations, religious or other beliefs.

# UNIVERSITY OF AUCKLAND POLICY

## Teaching and Learning Regulations

### Academic Integrity

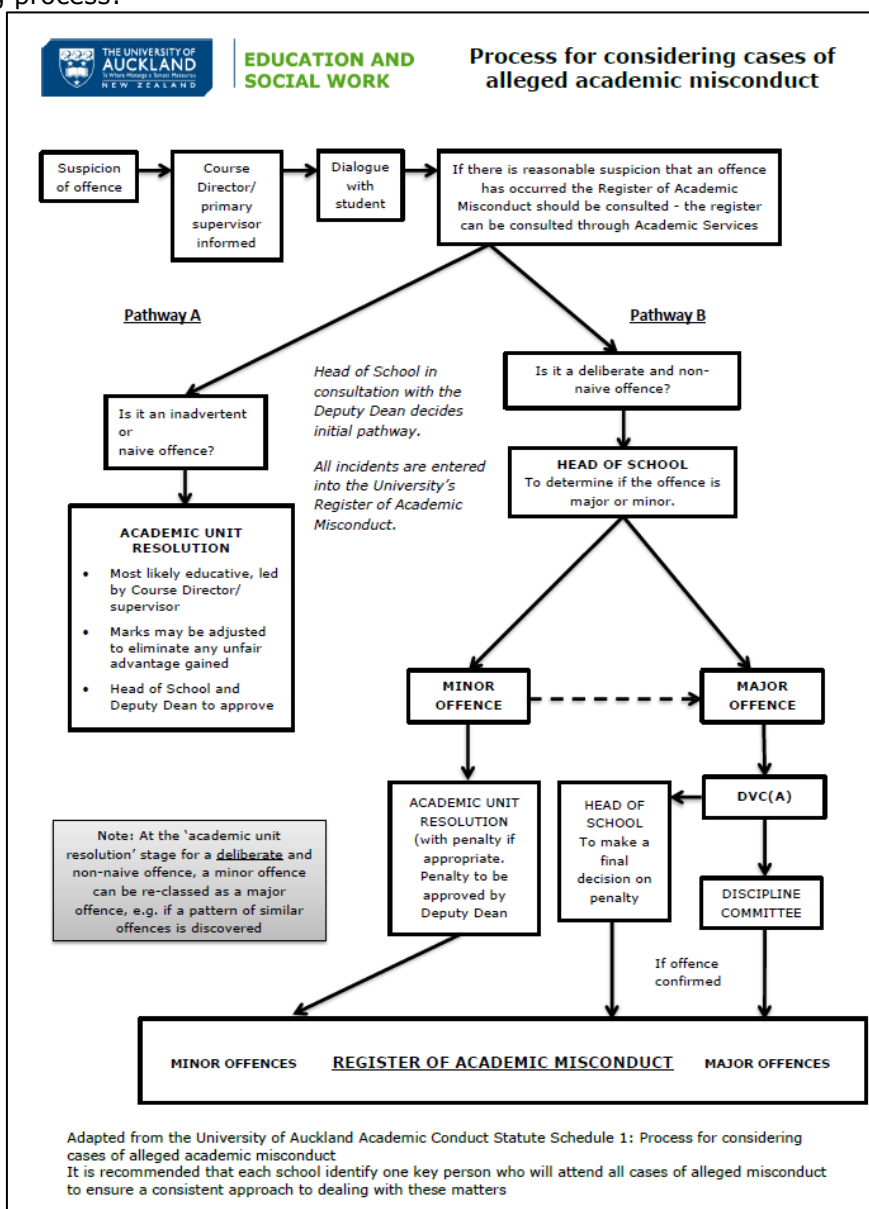
All students admitted to an undergraduate or postgraduate degree, diploma or certificate are required to complete a compulsory, online Academic Integrity Course (see University of Auckland 2017 Calendar, pp 27. This online course, comprised of 5 modules, asks students to explore the concept of academic integrity. 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: [www.auckland.ac.nz/academic\\_honesty](http://www.auckland.ac.nz/academic_honesty).

### Academic Misconduct

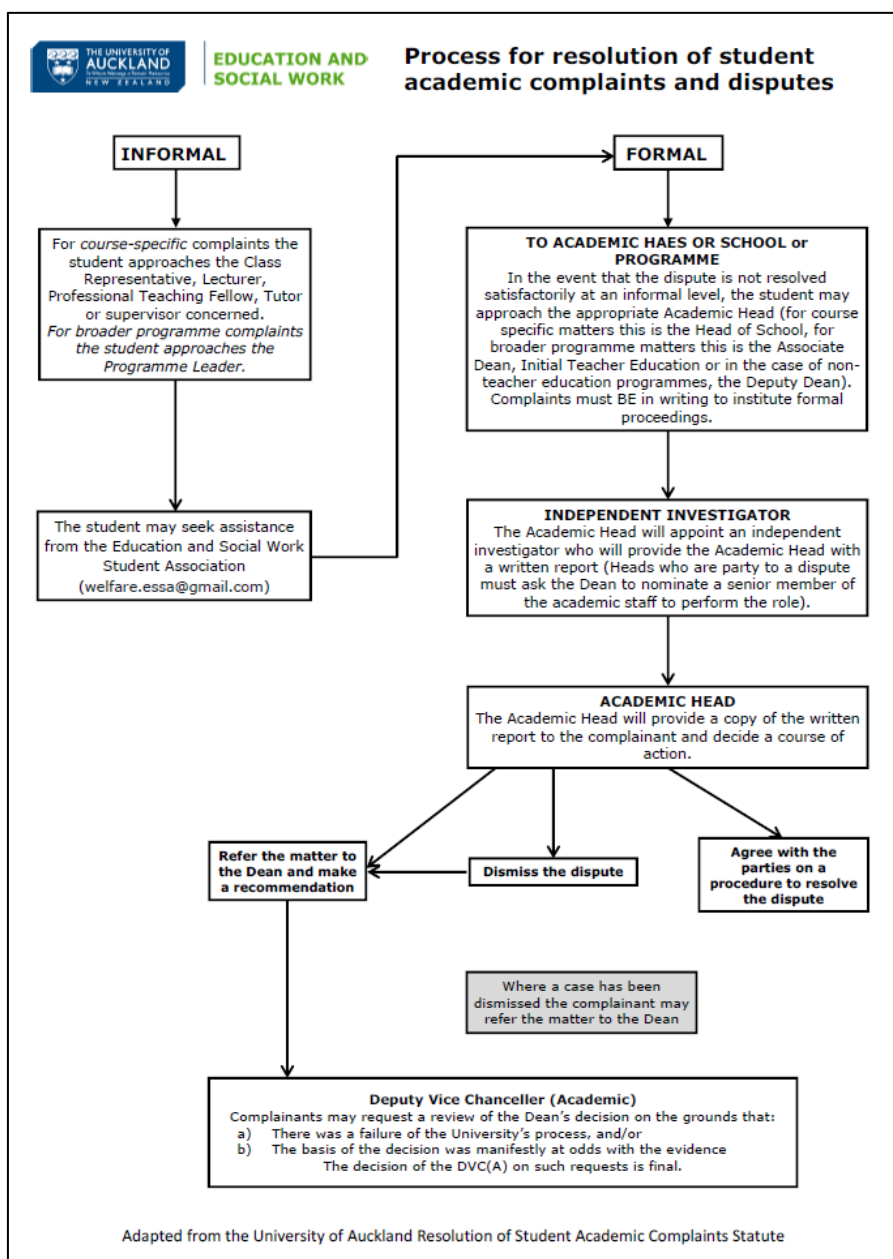
The University has a statutory responsibility to encourage the development of intellectual independence in its students. It assesses the achievement of this goal through coursework and examinations. The University expects all students to complete coursework and examinations with integrity and honesty.

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, discourage and report cheating.

Allegations of academic misconduct at the Faculty of Education and Social Work shall be dealt with by the following process:



The University of Auckland's full guidelines on procedures and penalties for academic dishonesty are detailed in the University's "Guidelines: Conduct of Coursework" available at [www.auckland.ac.nz/academic\\_honesty](http://www.auckland.ac.nz/academic_honesty).



## Academic English Language Requirement

The University has an Academic English Language Requirement (AELR) for all its bachelor degree programmes. The aim of the AELR is to ensure you have a sufficient level of competence in academic English to support your study at University. Those that have not met the AELR through their entrance qualification will be advised at the time of enrolment. The AELR may be met through your entry qualification or through satisfactory completion of an approved course in your first 12 months of study. For more information, see [www.auckland.ac.nz/aelr](http://www.auckland.ac.nz/aelr).

## 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](#).



## 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.

## Availability of Examination Scripts

By making application during the three months after the end of the examination period for the examination, a candidate may obtain a copy of their examination script. For full details see the *University of Auckland Calendar* [Examination Regulation 23](#).

## 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>
- 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>

## DELNA (Diagnostic English Language Needs Assessment)

In professional programmes, it is important that students have well-developed English language skills to meet the graduating standards of their particular programme. As a consequence, all undergraduate students in the Faculty of Education and Social Work (Bachelor of Education (Teaching); Bachelor of Physical Education; Bachelor of Human Services, Bachelor of Social Work and Bachelor of Sport, Health and Physical Education), as well as the Graduate Diplomas in Teaching, and Education Foundation students are required to complete the DELNA language requirements.

In the first instance students must complete the DELNA **screening** assessment. Those students who meet the minimum standard or above automatically 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 DELNA **diagnosis**. A pass or above at screening indicates the student has met the DELNA requirements. Where students fail to meet the minimum requirement he/she will be required to develop **an individual plan**. This is a mandatory requirement.

An **individual plan** will be developed on the basis of students' DELNA diagnostic results and identified areas of need. The individual plan is developed in conjunction with the Academic English Language Support person who assists students to seek the most appropriate support to meet their individual needs. The DELNA diagnosis and, if required, the individual plan must be completed within **three months of the beginning of Semester One of the degree**.

Students who have an individual plan will then need to work on developing their English language skills in both an independent and supported manner. Students are expected to work independently utilizing a range of on-line resources such as Grammar Smart, Writing for Academic Purposes, Reading for Academic Purposes and Pronunciation. Enrolment in relevant Student Learning Centre workshops will be useful also. Regular meetings with the DELNA Language Support person are necessary for success.

## 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. Students should also refer to Module 2 of the Academic Integrity Course (Avoiding Academic Dishonesty) to clarify responsibilities when collaborating with peers. For more information visit this link: [www.auckland.ac.nz/academic\\_honesty](http://www.auckland.ac.nz/academic_honesty)

## 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.

## 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](mailto:jbon007@aucklanduni.ac.nz). Students are able to access student email through the following link: <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](http://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.

**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.

### **Graduation**

At the successful completion of a programme students must apply to graduate. This link also provides information pertaining to dates and times of graduation ceremonies as well as advice about academic regalia.

The SSO website is the place where students can update their **personal details** such as their email address (if that is used to redirect university mail), contact address and phone number. It is vital that students ensure that their personal details are current to enable effective communication.

### **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.

### **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. The following link provides full details regarding the type of advice and support that third parties can offer

<https://www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/teaching-and-learning/students/third-party-coursework.html>.

### **Unsatisfactory Progress**

In undergraduate programmes, students' academic standing is assessed each semester. To maintain the status of 'good' academic standing a student is required to pass at least 50% of points enrolled in any one semester. Failure to meet the 50% threshold will mean that a student's academic status in their next semester of study is amended and s/he will be reviewed. Continued failure to meet the criteria to attain 'good' academic standing will result in a student's status being revised to 'academic restriction' and finally 'enrolment terminated'.

### **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. 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 [esc.manager@auckland.ac.nz](mailto:esc.manager@auckland.ac.nz). 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.

## 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 field-work. 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 Associate Director/Programme Leader 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](http://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.

### Jury Service

If you are called up for jury service you are able to request a letter of support from your Programme Director/Programme Leader 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 School's Administration office in N303 (Please refer: <http://www.justice.govt.nz/services/access-to-justice/jury-service-1/just-been-summoned>).

### **Library: Essentials for using the Sylvia Ashton-Warner Library**

The Library lending policy is explained in detail at:

<http://www.library.auckland.ac.nz/services/borrowing-and-requesting>. There is also a pamphlet at the Lending Desk which explains how many books you may borrow and the length of the borrowing period. 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>
- 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 patron information 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 ([username@aucklanduni.ac.nz](mailto:username@aucklanduni.ac.nz))
- 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.

## Professional Ethics Related to Conduct and Research

**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.**

### Professionalism and the Use of Social Media

The faculty launched its Facebook page in March 2011. 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](http://www.teachersandsocialmedia.co.nz/) <http://www.teachersandsocialmedia.co.nz/>

### Referencing Policy

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

### Using APA

APA style referencing involves in-text citation using parentheses. You must also include a full reference list at the end of the document. Citations, including author's surname and date of publication, are included in the text. As a rule, page numbers should also be present when referencing direct quotations or specific ideas. The form of in-text citation varies depending upon context.

### In-text citations

#### General:

- This argument was first put forward in the early 19th century (Hulme, 1998)
- The argument was first put forward by Hulme (1998).

#### Quotations:

- Smith (1987) noted that "such conduct was largely counter-productive". ( p. 245)
- "Such conduct was largely counter-productive" (Smith, 1987, p. 245).

#### Large quotes: Quotes over 40 words should be indented and the quotation marks left off

- A passive learner is a person who:
  - sits and lets the information come to them without doing anything to it. They sit and listen to a talk and let the information go into their ears without questioning it, thinking about it or making notes. (James & Brooks. p. 7)

#### Secondary sources:

- Ngu (as cited in Larson, 1991, p. 51) reported that such conclusions were generally invalid.
- Such conclusions are generally invalid (Ngu, as cited in Larson, 1991, p. 51).

### The Reference List

A reference list is a list of all the sources you quoted or referred to, to prepare your assignment. The format used in the reference list varies depending upon the type of source being referred to (see examples below). You should arrange the reference list in alphabetical order by the author's last name, if there is no author, by the main word of the title. You can ignore A, And and The in a title. Double space all entries.

### Books

Surname, Initials. (Date). *Title*. Edition. Place of Publication: Publisher.

#### Example 1: Book with a single author:

Comfort, A. (1997). *A good age*. London, England: Mitchell Beazley.

#### Example 2: Book with 2 or 3 authors:

Hogan, T., & Madden, R. (1997). *The definition of disability in Australia: Moving towards national consistency*. Canberra, ACT, Australia: Australian Institute of Health and Welfare.

## Book Chapters

Surname, Initials. (Date). Chapter title. In Editor initial(s), Editor surname (Ed.), Book Title, (pp. page numbers). Place of Publication: Publisher.

### Example:

Blaxter, M. (1976). Social class and health inequalities. In C. J. Carter (Ed.), *Equalities and inequalities in health* (pp. 120-135). London, England: Academic Press.

## Journal Articles

Surname, Initials. (Date). Title of article. *Title of Periodical*, volume (issue number), page numbers.

### Example:

Wharton, N. (1996). Health and safety in outdoor activity centres. *Journal of Adventure Education and Outdoor Leadership*, 12(4), 8-9.

## Journal Articles with a Digital Object Identifier (DOI)

Surname, Initials. (Date). Title of article. *Title of Periodical*, volume (issue number), page numbers. doi: XXXXXXXX

### Example:

Gibbs, L., & Gambrill, E. (2002). Evidence-based practice: Counterarguments to objections. *Research on Social Work Practice*, 12(3), 452-476. doi: 10.1177/1049731502012003007

## Journal Articles in Press

Journal articles in press are articles that are in the process of being published but have not yet appeared as such. Simply to replace year of publication with "(in press)", and you don't provide details of which issue the article is in or page numbers (since that is unknown until publication!).

Surname, Initials. (in press). Title of article. *Title of Periodical*.

### Example:

Tristan, P. L., & Morris, J. L. (in press). Natural selection and cognitive appraisal: Survival of the fittest thoughts? *Journal of Cognition*.

## Online Resources

Surname, Initials. (date of publication). *Title*. Retrieved from URL.

### Example:

Pfeffer, J., & Sutton, R. I. (2006). *Evidence based social work*. Retrieved from [http://www.evidence-basedmanagement.com/movements/social\\_work.html](http://www.evidence-basedmanagement.com/movements/social_work.html)

## 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.

American Psychological Association. (2010). *Publication manual of the American Psychological Association* (6<sup>th</sup> ed.). Washington, DC: Author. **Call no. 808.02 PUB 2010**

**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)**

Also consider:

Szuchman, L. T., & Thomlison, B. (2008). *Writing with style: APA style for social work* (3<sup>rd</sup> ed.). Belmont, CA: Brooks/Cole--Thomson Learning. **Call no. 808.066301 ZU 008**

## Hints for Interpreting Assignment Questions

### Hints for interpreting assignment questions

When working out what the question really means, consider that a basic question comes in two parts:

- (a) What you have to do (eg discuss; 'explain')
- (b) What you do it to (eg topic, problem, case study)

### 'What you have to do' Words:

These are all verbs and, as definitions can vary, always check the exact meaning of them with your lecturers or in the dictionary, if you are in any doubt.

Analyse	Describe the various parts of x and explain how they work together or whether they work together.
Compare	Describe the major similarities between two or more things. Note: Compare can mean compare and contrast.
Contrast	Describe the major differences between two or more things.
Critically reflect	A combination of reflection and critique.
Critique	Give a critical analysis of x; point out faults/ merits; write a critical essay.
Define	Give the exact meaning of x.
Describe	Set out the features, qualities, or properties of what is asked, in detail.
Discuss	Write about the important aspects of the topic and the arguments for and against. Draw a conclusion.
Evaluate	Give an opinion, supported by evidence, on the worth of something.
Examine	Divide into parts and describe each part in a critical way.
Explain	Write out in detail, make clearer, examine reasons and causes.
Identify	Name.
Illustrate	Make clear; explain by means of description, examples, diagrams and figures.
Justify	Give reasons for conclusions or opinions.
Outline	Give the main general features, facts or principles.
Reflect	Think deeply about; look back on. Note: Some courses and lecturers use this word in a special way. You must check exactly what is required here.
Show	Give reasons and causes.
State	Set out the facts clearly and concisely.
Summarise	Give a concise account of the main points.

Critical thinking means thinking logically and applying sound intellectual standards to your work. It is important for most academic tasks, including reading, discussions, written assignments and exam answers.

Critical thinking includes such 'higher-order' thinking tasks as reasoning, problem-solving, analysis, synthesis and evaluation. The skills or tasks involved in critical thinking will vary, but may include:

- developing a logical argument
- identifying the flaws or weaknesses in an argument
- making relevant connections or links across disciplines, or from theory to practice
- analysing the material in a range of sources and synthesising it
- applying theory to particular cases



## Overview of the MSW (Prof) Programme

### 2017 Programme Overview: Master of Social Work (Professional)

For all course prerequisites please see the University of Auckland Calendar 2017 [www.calendar.auckland.ac.nz](http://www.calendar.auckland.ac.nz)

	Course code	Title	Semester	Points
<b>Part 1:</b> 120 points	<a href="#">SOCWORK 721 A/B</a>	Theories and Skills in Social Work Practice	Semester 1 and 2	30 pts
	<a href="#">SOCWORK 722</a>	Developing Social Work Professional Identity	Semester 1	30 pts
	<a href="#">SOCWORK 723</a>	Social Work in the New Zealand Context	Semester 1	15 pts
	<a href="#">SOCWORK 724</a>	Applied Social Work Research Methods	Semester 2	15 pts
	<a href="#">SOCWORK 725</a>	Supervised Field Placement I	Semester 2	30 pts
<b>Part 2:</b> 105 points	<a href="#">SOCWORK 711</a>	Social Work Interventions for Best Practice	Semester 1	15 pts
	<a href="#">SOCWORK 713</a>	The Social Work Discourse	Semester 1	15 pts
	<a href="#">SOCWORK 734 A/B</a>	Professional Social Work Research in Practice	Semester 1 and 2	30 pts
	<a href="#">SOCWORK 735</a>	Supervised Field Placement II	Starts Semester 1 and runs over 2 semesters	30 pts
	<a href="#">SOCWORK 739</a>	Integration Portfolio	Semester 2	15 pts
and 15 points from these Electives	<b>Electives</b>			
	<a href="#">SOCCHFAM 731</a>	Child and Adolescent Mental Health Issues	Semester 2	15 pts
	<a href="#">SOCHLTH 732</a>	Working with Grief and Loss	Semester 2	15 pts
	<a href="#">SOCYOUTH 733</a>	Youth Justice Issues and Strategies	Semester 2	15 pts

## Regulations for the Degree of Master of Social Work Professional- MSW (Prof)

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. In order to be admitted to this programme, a student needs to have:
  - a. completed requirements for a Bachelors degree with a minimum of 60 points in social sciences subjects from a New Zealand university or an equivalent degree approved by Senate or its representatives
  - 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 have 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 for 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 representatives, a student who does not pass required courses for Part I may be declined 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 outlines 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 such inquiry may be suspended by Senate or its representative from lectures, classes and any practice placement 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.

### **Distinction**

10. a. This degree may be awarded with Distinction or Merit where the overall grade is sufficiently high.
- b. Where the requirements for this degree have not been completed in accordance with the time limits specified in Regulation 2a of the General Regulations 0 Masters Degrees the student's eligibility for the award of Distinction or Merit will lapse. On the recommendation of the Programme Leader, Senate or its representatives may approve the retention of Distinction or Merit.

### **Commencement**

11. These regulations came into force on 1 January 2012.

## Programme Changes - Procedures and Regulations

### Change of Address / Personal Details

The SSO website is the place where students can update their **personal details** such as email address (if that is used to redirect university mail), contact address and phone number. It is the student's responsibility to ensure personal details are current to enable effective communication.

### Change of Name

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

### Deferring from Programme

Full time students can apply to defer completion of their programme for up to one year, once they have enrolled and started the programme.

**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, and full credit may not always be awarded for previous study.

Follow the same procedure as for resignation (below).

**Please note:** You have not officially resigned or deferred until your forms have been signed by the Director of Social Work or nominee of your programme.

### Resignation from Programme

Any intention to resign from the programme should be discussed with the Director of Social Work.

Collect the relevant forms from the Education Student Centre. Then make an appointment to present the completed form to the Director of Social Work. Arrange this appointment directly with the Director of Social Work.

### Transfer to other Colleges/Faculties of Education

A student is expected to complete the programme for which she/he was 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' quoted above. If accepted complete the transfer forms which can be obtained through the Education Student Centre.

### Withdrawal from Courses

Withdrawals from courses must be completed formally through the Education Student Centre. Please refer to the University of Auckland Calendar 2017 and Education Student Centre for details.

## University Statement on Student Feedback

The University of Auckland is committed to providing its students with an outstanding learning and teaching experience, programmes of study that are challenging and of international calibre, and opportunities and support to achieve your academic and personal potential.

To ensure that we continue to meet these commitments, we need to know how well we are doing from time to time, and what you would like to see done better. Feedback from students is an important part of this monitoring process. Your feedback also provides us with ideas and incentives to make further improvements in what we do for you.

### **Why is giving your feedback important?**

A student perspective – providing your views and opinions, having your say, suggesting changes – is an essential part of the University's overall objective of providing high quality courses, teaching and learning experiences, and contributes to the vitality of the University.

The programme that you are enrolled in, the courses that you take, the teaching methods that are used, and the services and facilities to which you have access have been developed in part as a result of feedback from previous students.

### **How do you make your feedback matter?**

The feedback you provide should be honest and forthright. It is also very important that open-ended comments are given at the professional – not personal – level, and are constructive and appropriate. Please keep in mind that feedback given by students through evaluations and surveys is usually anonymous (you are not identified personally), but it is not usually confidential – the de-identified results are shared and discussed within the University.

### **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, so too will future students benefit from feedback you may give. And you will also see changes resulting from your feedback during your time as a student at the University.

### **The types of feedback include:**

#### *1. Evaluations of courses, lecturing and tutoring*

Each year, about one-third of all courses are evaluated by students. All students are eligible to participate anonymously, usually in-class but sometimes on-line. Evaluation forms typically include 'tick the box' questions and an opportunity to provide open-ended comments. Most evaluations are done towards the end of the course, but sometimes you will be asked to provide feedback earlier so that the teacher can check how students are experiencing the course and make adjustments if necessary.

You may also be asked to evaluate a lecturer or a tutor. Separate forms are used for this purpose.

#### *2. University-wide surveys*

From time to time you may be invited to provide feedback on such matters as your programme of study, your overall university experience, or your views on the university's services and facilities. Some of these surveys use a random sample approach, and others may be targeted at specific groups of students, meaning that not all students may be invited to participate. Each survey is carefully constructed to provide needed information, and the university controls the number of surveys so as to ensure that students are not unnecessarily burdened with survey requests.

#### *3. Other surveys/formal comment mechanisms*

Your department, school or faculty may occasionally ask for your feedback on specific matters that are within their respective areas of responsibility. Providers of student services or facilities may also ask for your comments through suggestion boxes, on-line feedback links, etc. *Staff-student consultative committees (SSCC)*.

Each class has a student representative, and each department has a Staff-Student Consultative Committee which meets periodically. You can provide your comments and suggestions on your teaching and learning experiences through the class reps, who are members of the departmental SSCC. The SSCC system provides a forum for consideration of your feedback and ideas at the departmental and faculty levels.

#### 4. *Speaking directly to your lecturers and other staff members*

Academic staff welcome your feedback on your learning experiences. Talk to them directly if you have a comment, concern, or praise – staff like to know that you appreciate their work.

#### **What happens to your feedback?**

All student feedback received through the sources mentioned above is carefully analysed and considered. Of course, not every comment or suggestion can be acted upon. Resource constraints can, for example, be a significant obstacle.

Evaluations of courses, lecturing and tutoring are looked at by both lecturers and their Academic Head. Adjustments in a course or lecturing may be made whilst the course is being taught, or the next time the course is offered.

Student responses to university-wide surveys are discussed in detail in university committees and are also considered where appropriate by managers of services and facilities.

Reports on the results of university-wide surveys are posted on the 'current students' section of the university website.

Here is a short list of changes or improvements that have occurred in the past few years to which student feedback contributed:

- Upgraded lecture theatres and tutorial rooms
- More group study space and lounge areas
- More computers and computer labs
- More detailed course outlines
- Greater use of CECIL by teaching staff
- Better academic advice
- More opportunities to have an international educational experience

For more information see

[www.auckland.ac.nz/en/about/learning-and-teaching/teaching-and-course-development/student-feedback](http://www.auckland.ac.nz/en/about/learning-and-teaching/teaching-and-course-development/student-feedback)

**When you are asked to provide feedback, please give it!  
It helps you, fellow students and the University.**