

STUDENT HANDBOOK



PIHMS

Pacific International Hotel Management School

NEW ZEALAND



Inspiring Leaders

- since 1995 -

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WELCOME

On behalf of everyone associated with the Pacific International Hotel Management School (PIHMS), it is my pleasure to welcome you to, or back to, PIHMS this semester.

Over the next few weeks you will be a member of a very special 'family' as you progress towards attaining your career goals and objectives. My hope is that PIHMS will provide you with a learning experience, which will not only help prepare you for a new career, but also enhance your development as an individual.

You will have the opportunity to meet, work and live in an environment with people representing many nationalities and form friendships which in many cases will last well beyond your time at PIHMS.

I would encourage you to utilise your time to your best advantage by being positive and active in your work, using your time effectively and taking part in all of the PIHMS activities. We are here to assist you in attaining your goals and I know all the staff will work hard to support you in achieving the best possible outcomes during your time at PIHMS.

Bill McCallum

Chief Executive

Vision

To serve the world and be the best.

Mission Statement

To inspire and create a future in hospitality management.

Our Values

Passion for excellence

People are the key to our competitive advantage

The customer is king

Accountability and responsibility

Constancy of purpose

Partnership with our community

About PIHMS

PIHMS is a well-established private training establishment providing specialised hotel management training and education qualifications at NZQA levels 3-9. Through PIHMS paid Industry Placement, graduates have a direct pathway into employment in the hospitality industry locally, nationally and internationally.

Students enrolled in programmes at PIHMS gain confidence from working in a real-world learning environment. They develop new skills and knowledge through application to tasks carried out in the working hotel that operates on site at PIHMS. Academic skill development is a key component of all PIHMS programmes, enabling students to progress to higher-level study in programmes that provide pathways to management roles in their chosen careers.

PIHMS has a well-established industry advisory board (IAB) made up of senior professionals from the hospitality and tourism industry. Members represent nationally and internationally recognised hotel groups.

PIHMS has worked with its industry advisory board and community stakeholders to design programmes that develop advanced practical skills to meet the expectations of high-calibre hospitality establishments throughout the industry.



STUDENT LIFE

Orientation

At orientation you will be warmly welcomed on campus by the PIHMS team who will encourage and support your learning and well-being during your time with us.

Orientation includes activity based and team building sessions to enable you to develop familiarity and engagement with PIHMS and your fellow students.

During orientation, you will meet your lecturers who will provide you with course related details. In a fun filled and engaging manner, essential academic information and processes will be introduced including:

- Welcome and initial facts
- Tour of the campus and a city bus tour
- Curriculum overview



Student Services

Academic support

At PIHMS we want all our students to succeed. Please talk to your lecturer or Programme Co-ordinator if you need help with your studies and they may refer you

to the appropriate student support service.

Learning Support

Learning support classes

All students who are new to PIHMS will undergo initial assessment of their academic skill levels.

Individual learning support

Where a specific learning support need has been identified that requires ongoing monitoring and evaluation, a student may be required to follow a programme approved by PIHMS. In these instances, the student, Programme Co-ordinator, Student Support Coordinator and any outside agencies will all agree to the terms of the programme.

Supporting students well being

All staff are here to help you succeed while at PIHMS, and the Student Support Coordinator is available to provide friendly, confidential and informal support. Little problems are best shared before they become big problems. The Student Support Office is located on campus or phone 968 1420; or if phoning from an internal landline 8777; or mobile phone 021 827 603.



Health and Safety

PIHMS Health and Safety policy is reviewed and updated on a regular basis and complies with Health and Safety at Work Act 2015.

Health and Safety information is displayed around the campus and is discussed in class and at orientation. All students need to read the evacuation procedures and note the assembly area and nearest emergency exit.

Note: Remember to take your room key with you when you leave your room. All incidents, injuries and near misses should be reported to Reception so that first aid can be given and the incident recorded, investigated and reported.

Holiday breaks

Holiday breaks are scheduled into your programme. Details are provided on the PIHMS website.

Your contact details

PIHMS needs to be able to contact you during your studies. We will usually contact you using your PIHMS email account so please check your emails regularly.

Please advise your lecturer or Front Office administration if your phone number or emergency contact details change.

Student ID cards

You will be issued a Student ID card within the first week at PIHMS. Your ID card must be shown when sitting in class assessments and when requested by a staff member. This is also called a proximity card and also serves as your

photocopier and printer card. You may receive discounts from certain businesses in Bell Block and in New Plymouth City.

If you lose your ID card, a replacement can be purchased from Marketing at a nominal cost.

Code of conduct

The Student Code of Conduct (J:\1. Student Policies) details PIHMS commitment to providing a safe and healthy learning environment. Also outlines the behaviours expected of all students. Serious student misconduct or breach of discipline may lead to dismissal and/or suspension.

ACCOMMODATION

Accommodation and food

Rooms at PIHMS are typical hotel style twin share rooms and your 'home' during your time at PIHMS. Therefore, we ask that all rooms be treated with due care so that the next occupants can enjoy the same environment. Rooms will be serviced on a weekly basis.



Living Together

Your new home

Our community consists of PIHMS students from a diversity of cultures from

around the world, so it gives you a great opportunity to meet new people and make lifelong friendships.

You will pay an important part in your community though:

RESPECT

Our actions and attitudes have a tremendous effect on others - so keep them positive!

TOLERANCE

We recognise that your community is naturally diverse and tolerance is important to ensure a thriving community. We encourage a community where differences are valued.

SUPPORT

We have a support network to assist you in your journey

INVOLVEMENT

There will be lots of opportunities for you to become involved, so get out there and join the community.

LEARNING TO LIVE TOGETHER WILL BE A BIG PART OF YOUR EXPERIENCE, SO HERE ARE SOME TIPS:

- Think of others before making a lot of noise, whilst you may have a day off, someone may have an assignment to complete.
- Respect people's personal space, they will do the same for you.

- Clean up after yourself in common areas, a clean environment goes a long way.

If you have any issues or concerns please contact your RA.

YOUR WELLBEING

Your wellbeing is important to us, so do let us know if you become ill, have an accident or have any medical issues, so that we can put the support in place.

We are aware that leaving home may trigger feelings of anxiety, frustration, or distress. Being involved in your community can help you overcome some of these feelings. We encourage you to talk to your RA/Accommodation Manager or Student Support Coordinator about the support available to you.

La Vista Restaurant is where students will enjoy the majority of their meals. First Semester students and Postgraduate students will operate the Dining Room with the assistance of PIHMS staff as part of their course. The dress code is PIHMS uniform, business attire and smart casual.



Taranaki Restaurant is another of our dining rooms which is solely used for special events and staff meals.

Lunch is served in any of PIHMS restaurants as required. Students may be

required to make bookings in advance for specific dining times.

Dinner is served every evening in any of PIHMS restaurants. Again a dress code will apply, on most occasions (exceptions may be made to weekend dining, including Friday nights).



Reservations are essential in the restaurant. You must cancel your booking 30 minutes prior to the opening of the Restaurant if you cannot make your booking time.

Only bottled water should be taken into the learning spaces.

Payment for hotel services and PIHMS money

PIHMS \$ is used in the dining areas, however NZ dollars are required for any other purchases i.e alcoholic beverages.

Every week students are required to settle their account with Reception.



Smoking on campus

There are designated smoking areas on campus.

Student complaints

Students may express concern about anything they believe breaches their rights as a student or where they believe the standards of teaching or other services offered under their programme with PIHMS are not met.

For all complaints please refer to Student Concerns, Complaints and Appeals Policy J:\1. Student Policies.

Should the matter not be resolved to the satisfaction of the complainant, they will have the right of appeal to the Chief Executive (CE).

If the matter is still not resolved to the satisfaction of the complainant they can bring it to the attention of the Complaints Officer, Quality Assurance Division, NZQA, PO Box 160 Wellington 6140, Phone: 0800 697 296.

www.istudent.org.nz or email complaints@istudent.org.nz

<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provide/>

EDUCATION

Leadership programme

Studying at PIHMS is not only an opportunity for you to grow their skills and knowledge but also to add value to

their campus experience by developing their leadership skills.

Students can showcase these opportunities on their CV's.

Student Association

The Student Association is composed of student representatives who act as the voice of students and communicate any matters or concerns that the students may have to a committee made up of PIHMS staff from all departments.

The forum provides an opportunity for our students to hone their leadership skills and enables them to participate proactively in the administration of PIHMS.

The group meets on a regular basis with the purpose of organising fun events for their classmates.



Fire wardens

PIHMS selects a number of wardens who are trained in first aid and fire procedures.

Duty managers

Students in the final year of the degree are rostered on as Duty Managers, responsible for the operation of the Hotel PIHMS.

Events and Activities

Events are organised regularly and range from cultural parties, sports day and treasure hunts.



Telephones

We accept telephone messages for you and will notify you about them as soon as possible. Mobile phones are permitted in class but should be utilised for learning rather than personal use.

Personal property

PIHMS does not accept responsibility for damage, loss and/or theft or personal property. Please keep your personal belongings with you at all times.

If you find someone else's lost property, please give it to the administration. Likewise, if you lose something, check with administration to see if it has been handed in.

EDUCATION

Contacting your lecturer

Contact details for your course lecturer will be provided on enrolment.



Attendance and Absences

You must meet the attendance requirements for your programme. If you are unable to attend class you should inform the Administration on 8102 or 8104 or send your lecturer an email. If you are absent for more than three consecutive days for medical reasons you must provide a certificate from a registered medical practitioner.

If you need leave for exceptional personal circumstances, please contact your Programme Co-ordinator at the earliest convenience.

Student attendance is recorded and monitored. If you are absent from class and you have not notified anyone you will be contacted.

In cases of sustained non-attendance, student enrolment may be withdrawn, StudyLink is informed and you may not be eligible for a refund of fees. International students may also be withdrawn and New Zealand immigration notified.

For further information please refer to policies Student Attendance and Student Withdrawal and Refund policies: J:\1. Student Policies

Student feedback

PIHMS welcomes feedback from students. Student feedback is obtained using a range of formal and informal processes at different stages of each student's learning journey.

The aim of student feedback is to ensure continuous improvement of the student experience at PIHMS.

Technology

Email and internet

When you enrol you will be given an email account and access to the PIHMS network.

All email and internet traffic including web pages, email and other forms of electronic messaging are logged and monitored. Filters are in place to protect all users of the PIHMS network against objectionable content and malicious use.

Students may be withdrawn if found accessing, receiving, processing or sending objectionable material using the internet or email services. These services include instant messaging, social media, online learning system and any other system or service provided by PIHMS or one of its partners.



Computing resources

PIHMS operates a reasonable use policy for use of computer resource services required to support students learning. Where students use the services for non-PIHMS related activities the service can be restricted or removed.

The computer usage regulations can be found in policy Information Technology and Computer Security (acceptable use).

No student should infringe copyright regulations, in terms of the Copyright Act (1994) and the Copyright (Infringement File Sharing) Amendment Act 2011, or use computing equipment in any way detrimental to the lawful and efficient utilisation of computing resourced by PIHMS.

Copying of software is theft and PIHMS will treat it as such.

No student shall:

- Cause IT related costs to be incurred by without prior consent
- Do anything that damages or jeopardises the performance, reliability or confidentiality of any IT system or stored information
- Access or in any way interfere with any information, data or files held by another person
- Use a computer system in any way that constitutes discrimination, harassment, or sexual harassment
- Use a computer system in a manner, or for a purpose, which would bring PIHMS into disrepute

- Assist, encourage or conceal any unauthorised use, or attempt at unauthorised use, of any computer system
- Leave their computer unattended so that others might gain entry and use the computer for any reason
- Introduce viruses to PIHMS servers or individual computers
- Modify programmes loaded on computers
- Intentionally prohibit the running of maintenance and checking routines;
- Deliberately send messages using someone else's name.

Students must abide by the relevant social media platforms terms and conditions.

Printing and photocopying

Students are to use their Student ID cards as their proximity cards. You will need to have enough credit available on your ID card to allow you to print. All new students have credit loaded onto their Student ID card as part of their School fees for photocopying and printing.

For full instructions on how to use the printers and photocopiers refer to;

Setup:

<https://sites.google.com/view/pihmsstudenttechsup/printing-from-laptop-setup>

Collecting printout, photocopying and scanning:

<https://sites.google.com/view/pihmsstud/enttechsup/collecting-printout-photocopying-and-scanning>

IT Support

IT support is available on campus to help you access the PIHMS network.

Policy breach

Breach of computer regulations will be treated as serious misconduct and penalties may be imposed. (see Student Code of Conduct Policy)

BYOD Information

It is a student's responsibility to provide their own personal computer/internet accessible device (BYOD)

BYOD transforms students' experience of learning by enabling them to use their own devices to access learning materials and resources 24/7.

Laptops are strongly recommended ... tablets/iPads do not count.

A few recommended brand of laptop (in alphabetical) order are:

- Acer
- Apple
- Asus
- Dell
- HP
- Lenovo

BYOD Specifications

- Operating system (OS):
- Windows: 10, 8

- Windows 10 in S mode is not supported
- Mac: MacOS 10.15 to 10.12, OS X 10.11, OSX 10.10
- Only genuine, U.S.-English versions of Windows and Mac operating systems are supported
- Chromebooks (Chrome OS) and linux OS are not supported

Mac users are required supply their own HDMI adapters to connect to projectors for presentation / school work

- Storage space - Hard disk drive (HDD) or solid state drive (SSD) space
- Windows or Mac: 1GB or higher available space
- CPU Processor

Windows or Mac: at least a 2.0 ghz Intel i3 processor or equivalent

Use a computer 5 years old or newer when possible

- RAM / Memory:
- Windows or Mac: 4GB or higher
- Resolution:
- Windows or Mac: Minimum of 1024x600
- Office suite / productivity apps:
- Microsoft Office suite 2010 or newer desktop app that includes Word, Excel, Powerpoint or other similar alternative desktop applications that supports .docx,

.xlsx and .pptx formats for school work

- Built-in webcam



STUDENT ACADEMIC LIFE

Academic Policies and Procedures

PIHMS has a number of academic policies and procedures that are relevant to students. These include:

- Admission and Enrolment
- Assessment
- Academic Appeals
- Student Concerns and Complaints
- Credit Recognition
- Industry Placement
- Student Withdrawal and Refund
- Moderation of Assessment

These policies are available on J:\1. Student Policies

Credit Recognition

Students are able to gain academic credits towards the completion of a programme of study based on previous experience and learning, whether formal or informal.

Unless otherwise stated in Programme Regulations, academic credit may be awarded where course outcomes can be demonstrably met. This can be through cross credit, the transfer of credit from previous study or through the recognition of prior learning (formal or informal).

For more information refer to Credit Recognition Policy and talk to the Marketing team as soon as possible.

Learning Resources

The Canvas Learning Management System (iPASS) is a digital learning tool that helps education providers meet the unique challenges faced by today's education environment. Canvas simplifies teaching, elevates learning, and eliminates the headaches of supporting and growing traditional learning technologies by placing all course information into one easy to access location for both students and their lecturers. Canvas helps lecturers organize and sequence their content, learning activities, and assessments while streamlining the delivery of learning.

Assessment

Assessment is used to determine whether you have met the learning outcomes of your course and the graduate outcomes of your programme.

At the start of each course you will be provided with a course outline which details the assessment requirements you need to successfully pass the course. This includes;

- The assessment type
- The assessment weighting

Any assessment you submit should be your own original work or if a group assessment the original work of the group. Your assessments should demonstrate the level of English competence expected for a student at the level at which you are studying. Academic support is available.

You need to be aware of the requirements around copyright and plagiarism. For more information refer to the Plagiarism Policy J:\1. Student Policies.

Student Academic Appeals

Students may appeal academic matters relating to their programme of study: See Academic Appeals Policy J:\1. Student Policies

Submitting your work

Your lecturer will let you know how and when to submit your assessment for each course. All course work will be required to be submitted to Canvas and will be checked for plagiarism.

This is an online software tool that checks submitted documents against its database and the content of other websites for plagiarism.

Keeping a copy of your work

It is your responsibility to keep a copy of all work you submit to safeguard against such events as file corruption or loss. If for any reason we do not receive your work, we may ask for a copy. When your marked work is returned you should keep it for at least 6 months after you have completed your course.

Attending an assessment, examination or test

Some assessments require you to be present on a particular day and time. You will be notified in advance of these requirements. If you fail to turn up for an assessment you may not be entitled to an assessment attempt unless there are good reasons for the non-attendance. These reasons may include;

- Illness
- Sudden injury or disablement
- Bereavement

You will be asked to provide a medical certificate of other appropriate evidence of the circumstances responsible for your non-attendance.

Mis-reading a timetable cannot be accepted as a valid reason for failure to attend.

For Conduct in assessments, examinations and tests please see posters in classrooms.

Extension of Assessment deadlines

It is important that you make every attempt to submit work on time. However, because of illness or other sustained interruption to study, you may not always be able to meet deadlines. As soon as you know you have a problem meeting your assessment deadline contact your lecturer or the Programme Co-ordinator.

Reassessments and Resubmissions

Under normal circumstances, only one attempt at achievement-based

assessment tasks is permitted. Resubmissions may be considered by the lecturer on a case-by-case basis.

A second attempt of competency-based assessment tasks is permitted. A third attempt may be considered by the lecturer on a case-by-case basis.

Misconduct in Assessment

The Code of Conduct Policy details the procedures in place to detect and prevent academic misconduct in assessment. It details the process to follow, in all cases misconduct will be investigated.

Plagiarism

Copying someone else's work or ideas (from books, the internet, someone else's assignment or other sources) without citing the source in your references is called plagiarism. This applies whether you have quoted or copied exactly or paraphrased the course by putting it in your own words.

There are two ways to avoid plagiarism:

1. If you quote your source using exactly the same work you should put the words in quotation marks and use an in-text citation to acknowledge the original source.
2. If you paraphrase the source by using your own words you should provide a citation to indicate the original source.

Your lecturer will provide you with guidelines for citing work and using academic references correctly.

As well as avoiding copying others work you should not allow another student to copy from you.

You may be required to use plagiarism detection software to check the originality of assessments.

PIHMS views plagiarism as a form of cheating and as such significant penalties apply.

Cheating

Cheating will be suspected if a student who completed an assessment cannot explain both the intricacies of their work and the techniques used to generate their body of work.

Here are some examples of cheating:

- Turning in someone else's work, in whole or in part, as your own (with or without his/her knowledge).
- Allowing another student to copy or turn in your work as his/her own.
- Several people writing one assignment and turning in multiple copies, all represented (implicitly and explicitly) as individual work.
- Stealing an examination or solution.
- Using pre-prepared notes or material stored on cell phones or other electronic media or notes in a closed book assessment if test.
- Paying someone to complete an assessment or test for you.

Here are some examples that are clearly not cheating:

- Turning in work done alone or with the help of the lecturer.
- Submitting one assignment for a group of students if group work is explicitly permitted (or required).
- Getting or giving help to use the computer or access online resources.
- Getting or giving help to solve minor grammatical errors.
- Discussing assignments to better understand them.

Results

Unless otherwise advised, assessment feedback and results will be available to the students no later than ten working days after the assessment submission date.

All assessment results are provisional until ratified by the Academic Board.

Graduation

When you have met the requirements for the programme/qualification you will receive a letter informing you of the date and processes for graduation. To ensure you receive this letter please advise of any changes to your details.



Having difficulties or concerns?

To ensure your success, it is important that you receive appropriate academic advice and support as soon as you experience a problem.

If you are experiencing difficulties with your academic studies, ability to study or general well-being, then you should first approach your lecturer, Programme Coordinator or Pastoral Care Coordinator (for non-academic problems). They will be able to help or refer you to the appropriate person.

Bullying, Harassment and Discrimination

PIHMS is committed to providing an environment which recognises the diversity, potential and contribution of all people which is free from all forms of bullying, harassment and discrimination (see policy The Code of Conduct).

Student Finances

Protection of student fees

Student fees are placed in a special trust account.

Under the NZQA Student Fee Protection Rules 2013 student fees are protected for the whole length of the programme. This protects you from the unlikely situation where PIHMS is unable to continue to deliver the programme you are enrolled in. If this were to happen, you are reimbursed for the weeks of the programme that cannot be delivered.

Financial dealing with students

All dealings with students are conducted openly and fairly, according to New Zealand law and good accounting practices. Financial records are

maintained in a safe environment with a full backup facility. Any transaction information held will be provided to the student upon their request.

PIHMS fees cover:

- Tuition
- Course costs
- Administration
- Accommodation (Twin share)

It does not cover a single room, you will need to make an application to have a single room.

Homestay

For international students who wish to fully immerse themselves in Kiwi culture we offer a Homestay option. Please discuss with the Homestay Co-ordinator or the Marketing department for more information.



Application to live off-site

If you are an English Language, Postgraduate or 3rd Year Degree student you can apply, through your Year Coordinator, to live off-site. If you are a Diploma student you can, in exceptional circumstances, and at the discretion of the CE, apply to live off-site. You will need to complete the form: Application to Live Off Campus, which can be found on the 'Student J-Drive' under the following link <J:\Student Services\Application to Live off Campus.doc>

StudyLink loans and allowances

Eligible domestic students may apply to StudyLink for a student loan or allowance. If you are paying your fees with a student loan you should apply for it as soon as you have been accepted into a programme of study.

Please ask for assistance if required.

Withdrawal from a programme

Early withdrawal may occur any time from the programme start date until the end of the tenth day after the programme start date.

Unsatisfactory attendance and behaviour may lead to early withdrawal of a student by PIHMS. Students may make a written request or discuss with their Programme Coordinator for early withdrawal from a programme.

StudyLink will be informed of domestic student's withdrawals and this may lead to the termination of student loans and allowances.

For full details please refer to the Student Withdrawal and Refund policy.

Timetables

Programme timetables will be issued at the commencement of the programme. These are available on the 'Student J-Drive'.

Reception services

Front Office (Reception) is open Monday, Tuesday and Thursday from 10.15am to 1.00pm. Front Office is not open on Wednesdays, Fridays and weekends or public holidays.

You may collect your pay packets and purchase items such as stationery, postage stamps, phone cards, hairnets etc. from the kiosk during these times.



Vehicles

If you wish to bring your vehicle to the campus, you must advise us of your car registration number.

PIHMS facilities

- Gymnasium
- Swimming Pool
- Squash Court
- Laundry Facilities

There are two washing machines, two dryers and an iron and ironing board located in each of the 700, 800 and 900 accommodation blocks for students to use at their convenience. There is also a clothesline located behind the 900 Block, road end.

Laundry Charges:

- Washing machine \$2
- Dryer \$1



Community Facilities

Go to :<http://www.newplymouthnz.com>

Driving Laws in New Zealand

There is a current Road Code in the Learning Centre and other information on road safety for pedestrians and cycle safety rules (please ask the Learning Centre Coordinator for these).

Please visit the New Zealand Transport Agency website for more information <http://www.nzta.govt.nz>

Grooming



The grooming standards adhered to at PIHMS are the standards that will be expected from future employers. They are determined by industry advice, and will be demonstrated to you during orientation week. (Standard may change periodically due to industry feedback)

- Beards must be established and well groomed.
- Hair styles
- Tattoos
- Piercings
- Jewellery
- Make up



Should you choose to not adhere to the

expectation of industry, it may restrict your placement opportunities.

Hospitality standards are very particular with regard to tidy grooming, therefore:

Tattoos must be able to be covered up to meet with industry standards.

There are certain expectations within the hospitality industry regarding dress, personal hygiene and appearance in general.

- Daily showers
- Clean teeth with fresh breath
- Clean hands (do not use your skin as notepaper)
- Deodorants
- Light, mild fragrances

In addition, nails must be kept clean and well-manicured. Any cuts etc. must be covered tidily with neutral or skin coloured bandages. Coloured bandages are allowed in the kitchen only.

Males:

Hair must be cut and worn off the collar. It must be conservatively styled, clean and well groomed and of the student's natural, or conservative colour.

Clean shaven is required (discuss with your Programme Coordinator if this cannot be adhered to for religious reasons).

Beards may be established and well groomed.

Should you choose to have a beard it may restrict your placement opportunities.

A watch and/or wedding ring are the only items of jewellery allowed with PIHMS uniform. No earrings, visible chains, bracelets etc. may be worn during PIHMS hours or whilst on duty. This rule applies to pierced tongues.

Females:

If hair is worn short, it must be conservatively styled, clean and well groomed and of a student's natural, or conservative, colouring. If long, it must be tied back and worn up. It must never hang in the face. Ribbons, combs or clips must be conservative in colour and appearance. Black is the preferred colour for accessories.

A watch, wedding ring and/or engagement ring, and/or one discrete dress ring, and/or necklace may be worn. Two gold, silver or pearl studs or small sleeper earrings may be worn in each ear lobe. No visible body piercings are permitted during PIHMS hours or whilst on duty. This rule applies to pierced tongues.

Only light make-up in conservative colours is permissible. Make-up, particularly lipstick, should be reapplied during the day to maintain a well-groomed appearance. Nail polish may be worn, but must be of a subtle shade. No nail polish is permitted in the kitchen or Food & Beverage service.

Uniform

You are now entering an industry which places a high emphasis on grooming and personal appearance. You will be provided with 2 business suits with shirts and ties.

This is included in your course related costs.



In addition you will need to bring with you:

For males:

- Black socks
- Black polishable, lace up shoes (not suede or buckles)

For females:

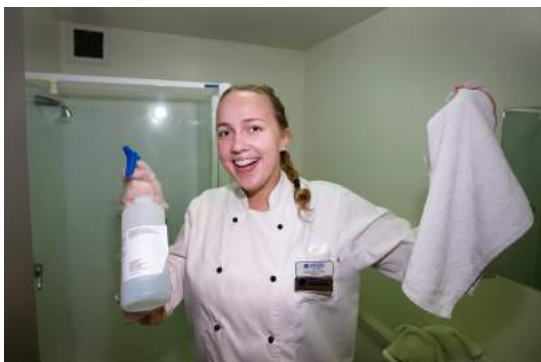
- Stockings – should be sheer or skin tone
- Black polishable dress shoe with a small heel

Suit/uniform fittings

As part of enrolment, you will be fitted for your uniform, which you purchase from the school and is yours to keep.

Uniforms that are required for the service areas, (kitchen and restaurant) will be issued prior to classes. How to wear them will be explained prior to these classes

commencing.



You will have to supply your own shoes:

For males:

Class wear –

- Black, rubber soled, lace up business shoes with black eyelets only

Food and Beverage –

- Lace up shoes with non-slip soles

For females:

Class wear –

- Black rubber soled shoes, heels to be no higher than 6cm, no buckles or decorations

Food and Beverage –

- Lace up shoes with non-slip soles (NO HEELS)

Uniforms or business attire is expected during normal business hours 8.00am – 5.00pm, Monday to Friday, while in public areas. Even if classes have finished students are expected to be aware of the professional image required during these times.

If for any reason you are unable to wear your uniform the dress code is business attire.



In theory classrooms, students are permitted to remove their waistcoat and/or suit jackets. In addition, full vocational uniform may be worn when attending a vocational lesson prior to or after theory classes. Skirt length is to be no shorter than 5.5 cm above the knee and no longer than 5.5 cm below the knee. Loosening of ties and removal of jackets may be permitted in classrooms but must be worn correctly upon leaving the

classroom. During the summer periods (up until reading break in April and after reading break in October), females do not have to wear pantyhose.

Remember the grooming standards set now are the standards that will be expected from future employers.

Industry Placement

A unique element of PIHMS education is our paid Industry Placement, where students are required to complete a period of employment within a hospitality organisation within New Zealand or overseas. You will put into practice the skills, attitudes and knowledge acquired at PIHMS.

It is important to remember that this is still part of your study at PIHMS. Full details of Industry Placement and the requirements for this part of the programme will be provided during orientation.

We have a dedicated Industry placement department who will find a placement for you.



Student Visas and Insurance

We have a dedicated visa/insurance officer on site that will help with any visa and/or insurance issues.

For any enquiries regarding your visa or insurance contact PIHMS marketing team.

Medical insurance is compulsory when you are on a New Zealand student visa. PIHMS will arrange this for you.

If you require medical assistance we will assist you in the process of claiming, please just keep all receipts.

Contact information:

info@PIHMS.ac.nz

Pastoral Care Coordinator

021 827603

We look forward to welcoming you into PIHMS