

# STUDENT HANDBOOK



Inspiring Leaders

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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 become 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*



# ABOUT PIHMS

PIHMS is a well-established private training establishment providing specialised hotel management training and education qualifications at NZQA levels 5-9. 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 hotel 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.



## **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**



# 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

## PIHMS Student Association (PSA)

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 and also organises fun events for their classmates.

## Events and Activities

Events are organised regularly and range from cultural parties, sports days and charity events.



## **Holiday Breaks**

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

## **Student ID Cards**

You will be issued a Student ID card within the first few weeks 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.

## **Link and QR Code for accessing the Student Information Site**

<https://sites.google.com/view/pihmsstudentinformation/home>





We have a great range of facilities on campus that you can use to stay active and enjoy sports/social activities with your new friends.



# STUDENT SUPPORT

## Academic Support

At PIHMS we want all our students to succeed. Please talk to your lecturer or Programme Coordinator if you need help with your studies and they may refer you to the appropriate student support service.

## Learning Support Classes

All students who are new to PIHMS will undergo an 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 Coordinator, Student Support Coordinator and any outside agencies will all agree to the terms of the programme.



## Supporting Students 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 one of your Residential Assistants or Student Support Coordinator about the support available to you.

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 **06 968 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 the Student Duty Manager so that first aid can be given, and the incident recorded, investigated and reported.**

## 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 administration/year Coordinator if your phone number or emergency contact details change.

## Smoking/Vaping on Campus

There are designated smoking/vaping areas on campus.

## 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). If you need support, please contact Student Support.

## **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 PIHMS Hotel.

# **CODE OF CONDUCT**

The Student Code of Conduct 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.

You can read the PIHMS code of conduct via a link found on this site:

<https://sites.google.com/view/pihmsstudentinformation/home>



# 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 are treated with due care so that the next occupants can enjoy the same environment. We aim to service rooms on a weekly basis.

## 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 through:

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.

## Mail and Courier Packages

All mail, including post and courier packages will be delivered to administration at your own risk. You will be notified via email when there is mail waiting for you.

## **Personal Property**

PIHMS does not accept responsibility for damage, loss and/or theft of 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 Student Duty Manager. Likewise, if you lose something, check with the Student Duty Manager to see if it has been handed in.

### **Invovlement:**

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 or Student Support.

## **Homestay**

For international students who wish to fully immerse themselves in Kiwi culture we offer a Homestay option. Please discuss with 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 Degree Year 1 or 2 student you can, in exceptional circumstances, and at the discretion of the Chief Executive, apply to live off-site.

To apply to live off campus you need to complete the Application to live off-site form.

## **PIHMS Facilities**

- Gymnasium
- Swimming Pool
- Squash Court
- Beach Volleyball court
- Basketball/Tennis court
- Laundry Facilities

There are two washing machines, two dryers and an iron and ironing board located in the accommodation blocks, for students to use at their convenience. Filtered water is also available.

### **Laundry Charges:**

- Washing machine - \$1
- Dryer - \$2

## **Vehicles**

If you wish to bring your vehicle to the campus, you must apply for a parking permit and inform us of your car registration number.

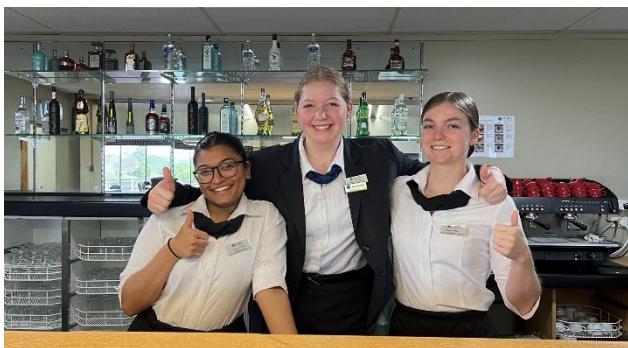
# DINING

## **PIHMS has two working Restaurants (Taranaki and La Vista Restaurants)**

Students will enjoy the majority of their meals in one of the restaurants and the other will be used for special events and staff meals.

First Semester degree students and Postgraduate students will operate the restaurant with the assistance of PIHMS staff as part of their course.

The dress code is PIHMS uniform, business attire and smart casual after hours.



## **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).

During term time 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.



### **Payment For Hotel Services and PIHMS Money.**

PIHMS money is used in the dining areas, however NZ dollars are required for any other purchases i.e. alcoholic beverages and mini bar (snacks, etc.) that is purchased from Front Office.

Every week students are required to settle their account with Front Office.



PACIFIC INTERNATIONAL HOTEL MANAGEMENT SCHOOL



PACIFIC INTERNATIONAL HOTEL MANAGEMENT SCHOOL

**First PIHMS One dollar “Bill”  
Used at PIHMS in the early  
2000’s**

**Chief Executive and Member  
of the Board,  
Mr. Bill McCallum.**

# EDUCATION

## Leadership Programme

Studying at PIHMS is not only an opportunity for students 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.

## Contacting your lecturer

Contact details for your course lecturers will be available on Canvas (Online learning software).

## Attendance and Absences

You must meet the attendance requirements for your programme. If you are unable to attend class, email your lecturer and you must fill in the appropriate form, found here: [https://docs.google.com/forms/d/e/1FAIpQLSelrS1zP-CB-tEyFA4t0Mad-2KaxoM0m0n\\_nYIIPcXqlVcQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSelrS1zP-CB-tEyFA4t0Mad-2KaxoM0m0n_nYIIPcXqlVcQ/viewform) 

If you are absent for more than two consecutive days for medical reasons you must provide a certificate from a registered medical practitioner. Frequent absences may also require a medical certificate.

If you need to leave for exceptional personal circumstances, please contact your Programme Coordinator at the earliest convenience.

Student attendance is recorded and monitored. If you are absent from class and you have not notified anyone you may 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, access via this site: <https://sites.google.com/view/pihmsstudentinformation/home>



## Timetables

Programme timetables will be published at the commencement of the programme via the student google site.

## 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.

## 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 PIHMS Hotel.



## 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 accessible through the Degree Student Google site via the QR code or this link:

<https://sites.google.com/view/pihmsstudentinformation/home>



## 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 the Credit Recognition Policy and talk to the Marketing team or your programme coordinator as soon as possible.

## Learning Resources

The Canvas Learning Management System 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 must 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 found here:

<https://sites.google.com/view/pihmsstudentinformation/home>



## **Student Academic Appeals**

Students may appeal academic matters relating to their programme of study: See Academic Appeals Policy

### **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.

The use of Artificial Intelligence (AI) is permitted as per AI policy.  
<https://sites.google.com/view/pihmsstudentinformation/home>

### **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 your non-attendance. These reasons may include;

- Illness
- Sudden injury or disablement
- Bereavement

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

Misreading a timetable cannot be accepted as a valid reason for failure to attend.

For Conduct in assessments, examinations and tests please see the relevant policies.

## **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. Application for extensions need to be made to the Programme Coordinator at least 48hours before the due date (see PIHMS assessment policy).

## **Reassessments and Resubmissions**

Under normal circumstances, only one attempt at achievement-based assessment tasks is permitted.

A second attempt at 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. Using AI (Artificial Intelligence)
- 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 for accessing 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.

## **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 Student Support (for non-academic problems). They will be able to help or refer you to the appropriate person.

## **Telephones**

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

**Only bottled water should be taken into the learning spaces.**

# 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 via the Student Policies link on this site:

<https://sites.google.com/view/pihmsstudentinformation/home>

Should the matter not be resolved to the satisfaction of the complainant, they will have the right to 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.studycomplaints.org.nz/](http://www.studycomplaints.org.nz/)

or email: [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)



# 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 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, via the Student Policies link on this site:

<https://sites.google.com/view/pihmsstudentinformation/home>





# TECHNOLOGY

## Email and Internet

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

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.

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.

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 systems and any other system or service provided by PIHMS or one of its partners.



Canvas - our online learning platform

## 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.

## **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 are not supported.**

Note:

- Windows 10 in S mode is not supported
- 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
- Having antivirus software installed on your laptop is mandatory.
- As a PIHMS student, you'll enjoy complimentary access to Microsoft 365, which includes Word, Excel, PowerPoint, Outlook, and OneDrive. Hence, there's no requirement to purchase these separately for your laptop.
- It's advisable to opt for a manufacturer's warranty lasting two or three years with support. Avoid acquiring extra store warranties, as the Consumer Guarantees Act safeguards you against faults.



# Minimum and Recommended Specifications for your BYOD

	Minimum	Recommended
Operating System	macOS 13 (Ventura) Windows 11	macOS 14 (Sonoma) or above Windows 11
CPU	Intel Core i5 AMD Ryzen 5 Apple M1 or M2	Intel Core i7 AMD Ryzen 7 or 9 Apple M3
Storage	512 GB SSD (Your student Microsoft licence includes 2TB of cloud storage)	1 TB SSD
RAM	8 GB RAM	16 GB RAM
Graphics	Any integrated graphics card or dedicated graphics card.	Dedicated graphics card (2GB GDDR5 or GDDR6), particularly if you enjoy graphical work as a hobby (or games)
Screen	13" or 14" screen (minimum resolution of 1920 x 1080)	13"-16" screen (minimum resolution of 1920 x 1080), consider a touchscreen with stylus pen if keen on doing hand annotations and/or drawing.

Network card	Wi-Fi (802.11ac or 802.11ax, Wi-Fi 6 and WPA2/WPA3)	Wi-Fi 6 compatible (802.11ac or 802.11ax and WPA2/WPA3).
Webcam	A webcam and microphone (built-in)	A headset equipped with a microphone enhances the quality of your video conferencing sessions.



# 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 Dealings 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.

## 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.

# HELPFUL INFO

## 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](mailto:info@PIHMS.ac.nz)

Student Support, 021 827603

## Reception Services

Front Office (Reception) is open throughout the week at various times. Front Office is not open on public holidays.

## 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>

# 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.

Follow this link and look for the Industry Placement Guide booklet:

<https://sites.google.com/view/pihmsstudentinformation/home>



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



# GRADUATION

When you have met all the requirements for your Qualification, you will receive a Qualification confirmation letter. This letter can be used for New Zealand Work Visa applications or when applying for further studies until you receive your official parchment at the Graduation.

Graduation dates are published on the PIHMS website:

[www.pihms.ac.nz](http://www.pihms.ac.nz) and also on the student google page.



# GROOMING

All students **must adhere** to the PIHMS grooming standards, which reflect the expectations of the hospitality industry and future employers. These standards are based on industry advice and will be demonstrated during Orientation Week.

(Standards may change periodically in response to updated industry feedback.)

Specific grooming standards will be further outlined by the Operations Lecturer in accordance with departmental requirements.

The following aspects are part of the required grooming standard and **must be maintained at all times**:

- Beards must be fully established and well groomed.
- Appropriate and professional hair styles
- Tattoos
- Hands and Nails
- Piercings
- Jewelry
- Make-up

Failure to comply with these grooming standards may impact your academic progress and eligibility for industry placement, as they reflect the professional expectations of the hospitality industry.

The hospitality industry places a strong emphasis on tidy grooming. Therefore:

- Tattoos must be able to be fully covered to meet industry expectations.
- Dress, personal hygiene, and general appearance must reflect industry norms and professional standards.

This includes:

- Daily showers

- Clean teeth and fresh breath
- Clean hands (do not use your skin as notepaper)
- Use of deodorant
- Use of light, mild fragrances

In addition, nails must be clean, well-manicured, and practical for work in a hospitality environment. Artificial nails (e.g., acrylics), overly long nails, or any style that may compromise hygiene or pose a health and safety risk are **not** permitted.

Nail polish, if worn, must be in neutral, natural, or subtle tones such as nude, pale pink, beige, or light peach. Bright, bold, glittery, dark, or fluorescent colours are not permitted.

If in doubt, check with your relevant operational lecturer.

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 jewelry 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.

## **Link and QR Code for accessing the Student Information Site**

<https://sites.google.com/view/pihmsstudentinformation/home>



# 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 shoes 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 our own shoes:

### **For males:**

Class wear –

- Black, polishable, 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, polishable 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.

Check out this clip with which will give you an indication of shoes are acceptable:

<https://www.youtube.com/watch?v=ToGZ7NgQhdE>



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/stockings.

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



# Look your best at PIHMS

## MENS BUSINESS UNIFORM

White formal shirt and PIHMS tie



# Look your best at PIHMS

## FEMALE BUSINESS UNIFORM

White formal blouse and a blue  
scarf (scarf colour changes to  
purple in your final year)

Grey suit jacket and  
waist coat

Grey pencil skirt or suit pants

Small inched heels or black flats

# EMERGENCY CONTACT INFO

Emergency, Fire, Police or Ambulance: 111 Non-emergency police:

105

Student support: 021 827 603

Duty Manager: 021 414 965

In the event of an emergency contact the emergency line 111 if it is non urgent emergency call the police on 105.

For all other concerns or issues contact your RA, Duty Manager Programme Coordinator and/ or Student Support.

## USEFUL LINK

PIHMS degree student google site with links to policies and code of conduct among other useful information:

<https://sites.google.com/view/pihmsstudentinformation/home>



# NOTES