

**Victoria Management School**

**TOUR 108**

**TOURISM IN NEW ZEALAND**

**Trimester 1 2008**

**COURSE OUTLINE**

**COURSE COORDINATOR**

**Dr. Bob Garnham**

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**TUTORIAL CO-ORDINATOR**

**Dr. Anne Buchmann**

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**Please phone or email in advance for an appointment.**

**ADMINISTRATOR**

**Linda Walker**

Room RH 927, Rutherford House  
Phone: 463 5720  
Fax: 04 463 5180  
Email: [linda.walker@vuw.ac.nz](mailto:linda.walker@vuw.ac.nz)  
Hours: Available from 9am to 4pm  
(Monday to Friday)

## **Class times and Room number**

**Lectures:** Monday and Friday: 13:10 to 14:00 in HULT 323

**Tutorials:** The scheduled tutorial dates and times will be announced in the first lecture. The allocation of students to tutorial groups will be managed via an online sign-up system called 's-cubed' (<https://signups.vuw.ac.nz>). How to find the S-cubed website and sign up will be demonstrated in the first lecture. **Essential sign-up instructions are on pages 8 and 9.**

Tutorial attendance and active involvement in discussions are an important component of the course. **If you do not attend at least 8 out of 10 tutorials you will not pass the course.** Exemptions from tutorials will only be accepted with a medical certificate or in exceptional circumstances.

## **Final Examination**

This course has a three hour final examination. The examination period will be from 6<sup>th</sup> – 25<sup>th</sup> June 2008.

## **Introduction**

Tourism has come to play an increasingly important role in the New Zealand economy in general and in the economic development of particular places. Building on the origin-destination model, Butler's Resort Lifecycle model and Plog's concept of allo- and psycho- centric tourists introduced in TOUR 101 and external factors affecting tourism development that will be further developed in TOUR 104. TOUR 108 presents a systematic examination of the development of tourism in New Zealand. Commencing with a brief historical overview of tourism development in New Zealand the course takes a systematic approach in applying the principles of tourism operation to regional destinations in New Zealand. The interrelationships and linkages between transport, accommodation and attractions and activities sectors are examined through examples drawn from developed core and developing peripheral regions. The importance of tourism as a contributor to economic development is based on the analysis of primary and secondary data through practical exercises and case studies aimed at introducing and developing techniques for data collection and analysis.

## **Course Objectives**

The key objectives of this course are to:

- demonstrate a basic understanding of the development of tourism in New Zealand
- provide an understanding of the importance of tourism to New Zealand's national and regional economy
- encourage students to adopt a critical approach to the examination of tourism, particularly the issues of impact and sustainability
- provide an understanding of the changing rôle and importance of Maori in tourism development

## **Skills**

In meeting these objectives, this course will prepare students for a professional career in tourism management by providing them with the opportunity to:

- identify, access and evaluate tourism information sources
- appreciate and understand the importance of tourism to New Zealand's national and regional economies
- use Excel at an introductory level
- analyse, interpret and present relevant tourism data
- explain the contribution of Maori to New Zealand tourism
- work independently and engage effectively in group decision making

## Course Content

The course comprises 12 weeks of lectures and tutorials and participation in a field trip. Students are expected to attend all lectures; details of the practical exercises and the field trip will be outlined in lectures as appropriate. Tutorials are part of the learning process and provide a forum for the discussion of material presented in lectures and the development of critical analysis. Exemption from attendance on medical grounds requires a doctor's certificate stating the degree of disability.

## Expected Workload

Students can expect the workload to be approximately 12 hours per week (18 pt course), including both scheduled contact time (lectures, tutorials, workshops) and outside class.

## Individual and Group Work

Collaboration on individual assignments is not allowed beyond general discussion as to how one might interpret the nature of the assignment question. Please do not work together to formulate a response and do not loan out your completed assignments.

## Assessment

Assessment 1	Report	15%	Due: 9am on Monday 17th March
Assessment 2	Field Trip	20%	Due: 9am on Friday 11 <sup>th</sup> April
Assessment 3	Practical Exercises	15%	During tutorials
Assessment 4	Final Examination	50%	Date to be advised 6 <sup>th</sup> – 25 <sup>th</sup> June 2008

### 1. Report 15%

Objectives:

- To gain knowledge of sources of regional tourism.
- To encourage students to adopt a critical approach to information and data sources for tourism in New Zealand

#### • Tourism in New Zealand

- Choose one regional destination, other than Wellington, Rotorua, Queenstown, Taranaki, Eastland and Southland.
- Write a brief report of tourism in the region, illustrate its location with the aid of a map, describe the infrastructure for tourism, identify key attractions, provide an estimate of the number of domestic and international visitors and comment on the relative economic importance of tourism to the region.
- Write a brief critique of the data sources you used. How easy to find and use
- References: tourismresearch.govt.nz; Hall & Kearsley; Collier (various chapters); local authority websites; newspapers and magazines (North & South; The Listener).
- Limit:** 2000 - 2500 Words
- Report due:** By 09:00 Friday 21<sup>st</sup> March.

### 2. Field trip report 20%

#### • Weekend of 15<sup>th</sup> & 16<sup>th</sup> March

- Details will be presented in lectures prior to the exercise and followed up in tutorials.
- Report due:** By 09:00 on Friday 11<sup>th</sup> April.

### 3. Four practical exercises 15%

*Each exercise is based on a data set displayed on an Excel worksheet, or Word document placed on Blackboard in the week prior to their completion; information on how the exercises are to be completed will be given in lectures. The exercises are designed to give students practice in using a spreadsheet for data analysis and display. The data used is sourced from the International Visitor Arrival statistics, the International Visitor Survey, Accommodation Monitor and secondary sources. It is 'real' data in that it comes from working documents produced by public and private sector bodies.*

- Details of each practical exercise will be presented in the first lecture in the week preceding the tutorial in which it is due.
- The practical component is to be completed and brought to the following week's tutorial.
- In this tutorial you will be asked to answer between two, and four written questions based on the data you have worked on.
- The completed answers and exercise are to be handed to your tutor at the end of the tutorial. The work will be marked and returned in the following week's tutorial.

#### **Exercise 1 – Origin of visitors to New Zealand**

- This exercise examines where New Zealand's international visitor arrivals come from.

#### **Exercise 2 – How have the markets changed through time?**

- How has the number of international visitor arrivals grown through time and how have the markets changed?

#### **Exercise 3 – Where do they stay?**

- Distribution of accommodation in New Zealand
- This exercise also looks at the distribution of accommodation in New Zealand

#### **Exercise 4 – The value of tourism to New Zealand**

- What is the value of different tourist markets to the New Zealand economy?

### 4. Final examination: 50%

The objective of the three hour final examination is to assess your understanding of materials presented in the course as a whole.

The final examination will be during the trimester 2 examination period: 6<sup>th</sup> to 25<sup>th</sup> June 2008.

### **Essays submitted by email will not be accepted.**

**Further help on essay writing and planning:** Student Learning Support Services is an excellent source of support for study skills. See their website for self-help resources and their programme of workshops: [http://www.vuw.ac.nz/st\\_services/slss](http://www.vuw.ac.nz/st_services/slss)

### **Referencing**

There are many different styles of referencing and the Faculty of Commerce & Administration at VUW has decided to make APA (American Psychological Association) referencing style the common standard across the Faculty. The Commerce and Central Libraries hold the APA Style Guide. You can also access the information from the *2008 Tourism Courses Style Guide* and the online VUW library site (<http://www.vuw.ac.nz/library/resources/virtualref.shtml#style>).

### TOUR 108: Lecture and tutorial timetable

Wee k	Date	Lecture topic	Tutorial	Readings
1	Feb 25 & 29	Introduction; Administration; Tutorials Assessment Relationship with TOUR 101 & 104 Why tourism in New Zealand? Brief history New Zealand, a peripheral destination <i>Set first exercise: New Zealand as a destination</i>	<b>No tutorial</b>	Collier Part A; & Chapters 8 & 10; Weaver & Lawton Chapter 10 pp.306-325 Hall 1997 Chap 1 Hall & Kearsley Chap 1: “The growth of tourism in NZ”
2	Mar 3 & 7	Origin-Destination model (1) Internal and external influences on tourism (PESTLE) Organisation of New Zealand Tourism NTO, RTO, MRTO Public and private sectors Concentration and dispersion Tourism Strategy	New Zealand as a destination	Collier Chapter 13 Leiper 1990, or Leiper 1995 Chapter 7 Dilley, R.S. 1986
3	Mar 10 & 14	How does tourism work in New Zealand? Wellington as a case study Role of information Marketing and markets Attractions, Transport, Accommodation	<i>First assignment exercise</i> Preparation for field trip reminder	Leiper 1995 Chapter 1 Collier Chapter 4 Hall & Kearsley Chapter 4 <i>Draft New Zealand Tourism Strategy 2015</i> Tourismresearch.govt.nz (pdf);
<b>Wellington Field Trip</b>				
4*	Mar 17	Origin-Destination model (2) Follow-up Field Trip	<i>First essay due</i> Public, private and PPP organisations in NZ tourism	Tourismresearch <i>Draft New Zealand Tourism Strategy 2015</i> PWT Ateljevic & Doorne 2000 Pearce 2007
5*	Mar 28	Gateways and regions Tourist patterns Core – periphery model RTO case studies	No tutorial	Hall & Kearsley Chapter 6 Orbasli, A. 2000 Pearce, 1995
6	Mar 31 & Apr 4	Attractions Urban tourism Auckland, Christchurch,	<i>Second assignment exercise</i>	Own observations McConchie <i>et al.</i> , 2000 Pearce, 1987
7	Apr 7 & 11	Core regions – Rotorua & Queenstown	<u>Wellington case study due Friday</u>	Page <i>et al.</i> , Chapter 21; Hall & Kearsley Chapter 9
<b>Mid trimester break</b>				
8	Apr 28 & May 2	Tourism and National Parks Case studies Tongariro; Abel Tasman	<i>Third assignment exercise</i>	Hall & Kearsley Chapter 8 Pearce, D. G. 1980 Espiner & Simmons 1998
9	May 5 & 9	Maori tourism (Guest speaker)	Maori Tourism	Cloher & Johnston 1999
10	May 12 & 16	Peripheral regions Southland, Taranaki, Eastland	<i>Fourth assignment exercise</i>	Bosselman <i>et al.</i> , pp196-206 Hall & Kearsley Chapter 9 <i>Taranaki Tourism Strategy</i> <i>Southland Tourism Strategy</i>
11	May 19 & 23	Tourism: national and regional economies	The national picture	Revision
12	May 26 & 30	Wrap up What have we learnt? Where to from here?	Revision questions	

Note - due to Easter break tutorials in weeks 4 and 5 are as follows:

## Text and Readings

**There is no set text for this course but the following references are recommended:**

*Accommodation Sector Profiles*, [www.tourismresearch.govt.nz](http://www.tourismresearch.govt.nz)

Ateljevic, I & Doorne, S. 2000, Local government and tourism development: Issues and constraints of public sector entrepreneurship, *New Zealand Geographer*, 56 (2) 25-31

Bosselman, F., Peterson, C., McCarthy, C. 1999, *Managing Tourism Growth: issues and applications*, Island press, Washington DC <<G155 A1 B745 M>>

Cloher, D. & Johnston, C. 1999, Maori sustainability concepts applied to tourism: a North Hokianga study, *New Zealand Geographer*, 55 (1) 46-52

Collier, A., *Principles of Tourism: a New Zealand perspective*, Editions, Longman, Auckland

Dilley, R.S. 1986 Tourist brochures and tourist images, *Canadian Geographer*, 30 (1) 59-65

Edmonds, J. 2006, Landscape: a cultural phenomena Beyond Nature, *New Zealand Tourism and Hospitality Research Conference*, University of Otago, 5 December 2006

Espinier, S. & Simmons, D. 1998, A national park revisited: assessing change in recreational use of Arthur's Pass National Park, *New Zealand Geographer*, 54 (1) 37-45

Hall, C.M., 1997, *Tourism in the Pacific Rim*, Longman, Melbourne

Hall, C.M. and Kearsley, G. 2001, *Tourism in New Zealand: an introduction*, Oxford University Press, Melbourne

Leiper, N. 1990, Tourist Attraction Systems, *Annals of Tourism Research* 17 (3) 367 – 384 (on line)

Leiper, N. 1995, *Tourism Management*, RMIT Press.

McConchie, J., Winchester, D. and Willis, R. 2000, *Dynamic Wellington : a contemporary synthesis and explanation of Wellington*, Wellington, N.Z. Institute of Geography, Victoria University of Wellington. << DU436 W2 W D997>>

Orams, M. 2000, Tourists getting close to whales, is it what whale watching is all about? *Tourism Management* 21 ( ) 561-569

Orbasli, A. 2000, *Tourists in Historic Towns*, Spon, London <<G156.5 H47 O64 T>>

Page, S., Brunt, P., Busby, G., Connell, J., 2001, *Tourism: a modern synthesis*, Thomson Learning, London.

Page, S., Connell, J., 2006, *Tourism: a modern synthesis*, 2<sup>nd</sup> ed. Thomson Learning, London.

Pearce, D. G. 1980. Tourism Development at Mount Cook since 1884, *New Zealand Geographer*, 36 (2) 79-84

Pearce, D. G. 1987, Motel Location and Choice in Christchurch, *New Zealand Geographer* 43 (1) 10 - 17

Pearce, D. G. 1995, *Tourist Organisations*, Longman, Harlow

Pearce, D. G. 2007, Capital city tourism: perspectives from Wellington, *Journal of Travel & Tourism Marketing*, 22 (3/4) 7 - 20

Pearce, P. L., Morrison, A. and Rutledge, J. 1998, *Tourism: bridges across continents*, Irwin, McGraw-Hill, Sydney.

PWT *Wellington Tourism Action Plan 2004 - 2009: Strategic Update* <http://www.wellingtonnz.com/>

Sonmez, S. F. and Graefe, A. R. 1998, Determining future travel behaviour from past travel experience and perceptions of risk and safety, *Journal of Travel Research*; 37 (2) 171

*Southland Tourism Strategy*, <http://www.venturesouthland.co.nz>

*Southland Visitor Survey*, <http://www.venturesouthland.co.nz>

*Taranaki Tourism Strategy 2005 to 2010*, [www.venture.org.nz](http://www.venture.org.nz)

Tourismresearch *Draft New Zealand Tourism Strategy 2015* [TRCNZ.govt.nz](http://TRCNZ.govt.nz)

Tourism texts and journals are shelved at G155 on Level 3 of the library

Web based information and data on tourism can be accessed from the following websites:

Tourism Research Council of New Zealand [www.tourismresearch.govt.nz](http://www.tourismresearch.govt.nz);

Ministry of Tourism: [www.tourism.govt.nz](http://www.tourism.govt.nz);  
Tourism New Zealand: [www.purenz.com](http://www.purenz.com);  
The Tourism Industry Association: [www.tianz.org.nz](http://www.tianz.org.nz);  
Department of Conservation: [www.doc.govt.nz](http://www.doc.govt.nz);  
Regional information can be found on local authority websites.

*Students are expected to complete at least one reading per week from the references listed in the lecture and tutorial timetable.*

Additionally students are strongly advised to read the newspapers for current information on tourism development in New Zealand.

- Tourism students have access to the Faculty's computer rooms and should check with the help-desk on Murphy Level 2 about access to them.
- Important notices will be announced during lectures and via the notice board on Level 2 of the Murphy Building.
- Week to week announcements, lecture notes and notices will be placed on Blackboard.

**NB** Attendance at lectures and tutorials is highly recommended; the completion of the assessment exercises is a requirement to meet the mandatory course requirements.

## Penalties

The Tourism Management Group has implemented a standardized late penalty for all tourism courses. Students who submit late assignments will be penalized at a rate of **5% per day** (including weekends). Work will not be accepted more than 7 days after the due date. Students who do not submit an assignment within the 7 days will not meet the Mandatory Course Requirements.

Extensions will only be granted under special circumstances. Students who wish to apply for an extension must contact the tutorial co-ordinator for Tourism Management or the course co-ordinator. Students who apply for an extension due to illness must obtain a medical certificate. Medical certificates must specify that the student is "unfit to study" or "unfit to sit an examination." **Medical certificates must also indicate the period of time involved.** Please take note: workload pressures and computer problems are not a case for extension.

Please submit late assignments to Linda Walker (Rutherford House, Room 927, Telephone: 463 5720). Her office hours are from 9am to 4pm (Monday-Friday).

## Mandatory Course Requirements

To fulfil the mandatory course requirements for this course you must:

1. Attend **eight** of the **ten** scheduled tutorial sessions;
2. Submit all assignments; and
3. Obtain a grade of at least 40% on the final examination.

Students who fail to satisfy the mandatory course requirements for this course but who obtain 50% or more overall, will be awarded a "K" fail grade. Standard fail grades (D or E) will be awarded when the student's overall course mark falls below the minimum pass mark, whether or not the mandatory course requirements have been satisfied.

Notice of Failure to meet Mandatory Course Requirements will be posted on Blackboard or on the notice board situated on the 2<sup>nd</sup> Floor of the Murphy Building. Students will be expected to check both places for notification.

## **Tutorial Signup Instructions:**

Requirements to use this programme (S-cubed):

You must be enrolled in the course for the tutorial you want to sign up for; and

You will need your SCS username and password.

You will only be allowed to enrol in ONE tutorial session. You must always attend the tutorial sessions that you have signed up for. If you attend a different session, your attendance will not be recorded.

### ***Instructions:***

Go to the signup website at <https://signups.vuw.ac.nz> and enter your SCS username and password to log into the system.

The “Signup Home” page opens. It displays all courses you are enrolled in and that use the new signup system. Click on TOUR101. The TOUR101 course page opens. It will show details about the signup requirements including the last date to enrol, and the schedule of tutorials. A “key” is provided at the bottom of the page that explains all buttons and what they do.

The schedule of tutorials includes the day/time, location, maximum group size, and spaces left in the tutorial session. If there are spaces left in a particular session, you will see the “ENROL” button next to it. You can click this button to enrol yourself into that tutorial session.

If there are NO spaces left in a particular tutorial, find another. You can waitlist yourself for your desired tutorial if the waitlist spaces have not been filled. If this is the case you will see the “JOIN WAITLIST” button. You can click this button to join the waitlist for your desired tutorial session. You will be removed from any other waitlist you may have joined earlier. If somebody withdraws from this session, you will automatically be moved up the waitlist or enrolled into the session. An email will be sent to you if you are enrolled into a tutorial from a waitlist.

You can only “JOIN WAITLIST” if you have already enrolled in one of the other available sessions. In other words, “ENROL” in one session and then you can choose to join the waitlist for one (1) other preferred session. The WAITLIST is only active while the tutorial sign up process for your course is active. In other words, once the signup process has been closed for your course the WAITLIST is AUTOMATICALLY CANCELLED. It does not roll over into the start of the tutorials.

You can choose to “WITHDRAW” from a session you are already enrolled in as long as you are NOT ON a waitlist. You can also choose to “CANCEL WAITLIST” to remove yourself from a particular waitlist. A “FULL” button indicates all seats and waitlists are full for that tutorial session. You must choose another. More details on the various buttons are available in the “Key” section at the bottom of the signup page. You can only “ENROL” in ONE tutorial session and “JOIN ONE (1) WAITLIST” for other tutorial sessions.

You will be able to login and signup (or change your signup) anytime **between 6pm on 25 February 2008 and the last date: midnight on 29 February 2008. You will NOT be able to signup or change your choice after the last date – midnight 29 February 2008.** Changes may be made by the Tutorial Coordinator ([anne.buchmann@vuw.ac.nz](mailto:anne.buchmann@vuw.ac.nz)) on a case by case review of any ‘exceptional circumstances’.

You can view/confirm details of the sessions that you are enrolled and waitlisted for by clicking on “My Signups” on the left hand menu. **Click on “Support” on the left hand menu if you are having problems.**

This online signup system is available around the clock over the Internet. Please make use of it to sign up for a TOUR 101 tutorial before midnight on the 29th of February 2008. Any requests after this date will need to be handled by the Tutorial Coordinator and you will need to submit a written application stating the reason why you were not able to sign up on time using the online system, along with other relevant documentation such as a medical certificate etc. Please note that the tutorial coordinator will



only put you into a particular tutorial session in 'exceptional circumstances' and there is **NO GUARANTEE** that you will get your requested tutorial time.

Tutorials start in the second week of the course. As there is a **maximum of 15 students** per tutorial class you are encouraged to sign up early. Placement into a tutorial will be strictly on a first-come-first-served basis. Confirmation of your tutorial group will be accessible via the S-cubed and Blackboard websites 24 hours a day as well as on the Tourism Management notice board on Level 2 of the Murphy Building (Kelburn Campus) by midday **Monday 3 March 2008**. If you have any serious problems about the allocations contact the Tutorial Coordinator ASAP ([anne.buchmann@vuw.ac.nz](mailto:anne.buchmann@vuw.ac.nz)).

## Grading Guidelines

The following broad indicative characterisations of grade will apply in grading assignments and the exam:

A+	excellent performance in all respects at this level
A	excellent performance in almost all respects at this level
A-	excellent performance in many respects at this level
B+	very good, some aspects excellent
B, B-	good but not excellent performance at this level
C+, C	work satisfactory overall but inadequate in some respects
D	poor performance overall, some aspects adequate
E	well below the required standard
K	failure to achieve mandatory course requirements and have achieved at least an average "C" over all the assessment. Note this is a failing grade.

## Communication

Information on course-related matters will be announced at class and posted on the **Blackboard** website at <http://blackboard.vuw.ac.nz/>. It will be crucial for you to regularly check Blackboard for messages, announcements and materials.

## Email Contact

**Students wishing to contact staff by email should adhere to the following instructions:**

Include the **Course Code**, your **Name**, your **Student ID** and the **Topic** in the subject area of the email, eg  
TOUR108\_Smith\_Pauline\_3000223344\_Ass1 Query

All students must use their VUW SCS email account and ID. Otherwise, email will be classified as Spam and will be dumped without being read. All emails with attachments will be dumped, unless requested by staff.

## Faculty of Commerce and Administration Offices

### Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications. To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

### Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education and Law is situated in the Easterfield Building on the ground floor (EA005). This counter is the first point of contact for :

- Information concerning administrative and academic matters.
- Forms for FCA Student and Academic Services (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

## General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar or go to [www.victoria.ac.nz/home/about/policy/students.aspx](http://www.victoria.ac.nz/home/about/policy/students.aspx)

For information on the following topics, go to the Faculty's website [www.victoria.ac.nz/fca](http://www.victoria.ac.nz/fca) under Important Information for Students:

- Academic Grievances
- Student and Staff Conduct
- Meeting the Needs of Students with Impairments
- Student Support

## Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means *no cheating*. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. The University defines plagiarism as follows:

*The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other students or staff.*

It is still plagiarism even if you re-structure the material or present it in your own style or words.

*Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.*

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- cancellation of your mark for an assessment or a fail grade for the course
- suspension from the course or the University.

Find out more about plagiarism, and how to avoid it, on the University's website:

[www.victoria.ac.nz/home/studying/plagiarism.html](http://www.victoria.ac.nz/home/studying/plagiarism.html)

## Manaaki Pihipihinga Programme

Manaaki Pihipihinga is an academic mentoring programme for undergraduate Māori and Pacific students in the Faculties of Commerce and Administration, and Humanities and Social Sciences. Sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade (back courtyard), Room 109D, and Room 210, Level 2, Railway West Wing. There is also a Pacific Support Coordinator who assists Pacific students by linking them to the services and support they need while studying at Victoria. Another feature of the programme is a support network for Postgraduate students with links to Postgraduate workshops and activities around Campus.

For further information, or to register with the programme, email [manaaki-pihipihinga-programme@vuw.ac.nz](mailto:manaaki-pihipihinga-programme@vuw.ac.nz) or phone (04) 463 6015. To contact the Pacific Support Coordinator, email [pacific-support-coord@vuw.ac.nz](mailto:pacific-support-coord@vuw.ac.nz) or phone (04) 463 5842.