

Victoria Management School

TOUR108 TOURISM IN NEW ZEALAND

Trimester Two 2011

COURSE OUTLINE

Course Coordinators

Dr Christian Schott

Room: RH924, Rutherford House
Phone: 463 5719
Email: christian.schott@vuw.ac.nz

Dr Julia Albrecht

Room: RH925, Rutherford House
Phone: 463 5726
Email: julia.albrecht@vuw.ac.nz

Administrator

Helen Jiang

Room: RH927, Rutherford House
Phone: 463 5720
Email: helen.jiang@vuw.ac.nz

Tutorial Assistant

Bob Capistrano

Email: robert.capistrano@vuw.ac.nz

Trimester Dates

Teaching Period: Monday 11 July – Friday 14 October

Study Period: Monday 17 October – Thursday 20 October

Examination Period: Friday 21 October – Saturday 12 November (inclusive)

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before 22 July 2011.
2. The standard last date for withdrawal from this course is 23 September 2011. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an 'Application for Associate Dean's Permission to Withdraw Late' including supporting documentation

The application form is available from either of the Faculty's Student Customer Service Desks.

CLASS TIMES AND ROOM NUMBERS

The paper consists of both lectures and tutorials. You will have two lectures a week for a period of 12 weeks. These lectures will be supported by a total of ten tutorials (see course content).

Lectures	Time	Lecture Theatre
Thursday	12.00-12.50	HULT323
Friday	12.00-12.50	HULT323

Attendance at all lectures is strongly recommended. All important announcements concerning any alterations to the lecture programme and tutorials will be made in the lectures, and readings as well as tutorial handouts will be distributed there. While lecture notes will be posted on Blackboard, these notes are incomplete and require students to attend the lecture or do the suggested reading to 'fill in the gaps'.

TUTORIAL TIMETABLE

Tutorial No	Tutorial Time	Days	Room
1	13.10-14.00pm	Thursday	KK201
2	14.10-15.00pm	Thursday	KK201
3	15.10-16.00pm	Thursday	KP24101
4	10.00-10.50am	Fridays	EA201
5	10.00-10.50am	Fridays	OK524
6	10.00-10.50am	Fridays	KP22104
7	11.00-11.50am	Fridays	EA012
8	11.00-11.50am	Fridays	VZ105

COURSE CONTENT

Tourism is one of the major economic forces in New Zealand. In 2009/10, it contributed NZ\$22.4 billion to the country's economy, contributing 8.7% to New Zealand's Gross Domestic Product. International tourism's export earnings surpass dairy receipts, thus making the sector New Zealand's largest export earner. In addition, tourism provides a significant source of employment, as one in every ten New Zealand employees is directly or indirectly involved in tourism.

Yet, tourism does not only have economic impacts on New Zealand but is also culturally, socially and environmentally significant. This paper provides insight into tourism in New Zealand. Starting with a brief overview of its evolution, a stakeholder approach is then employed to illustrate characteristics and complexities of tourism in New Zealand. This content is supported by prominent tourism concepts and models of tourism which were introduced in TOUR 101. To further the systematic understanding of tourism in New Zealand, frameworks assessing external factors affecting tourism development examined in TOUR 104 are also applied and explored in a New Zealand context. Students who have not completed either of these introductory tourism management courses should not find it challenging to familiarise themselves with these concepts if they do the suggested readings.

DELIVERY

The course content of TOUR108 Tourism in New Zealand is delivered using various teaching techniques. The lectures are organised in blocks; each block examines one tourism stakeholder group. Guest lectures by representatives of these groups provide further insights into practical and applied issues. The tutorials reinforce the course content by using case studies and examples; they also foster students' engagement with the course content by providing a forum for relevant discussion. The fieldtrip under the theme "Tourism in Wellington" visits attractions in Wellington. Talks by the managers of these attractions will illuminate current issues of tourism in Wellington. It is hoped that the application of various teaching approaches

assists in catering for different learning styles so as to enable all students to engage meaningfully with the course content.

FIELDTRIP

To enhance students' understanding of New Zealand tourism, the course will be supported by a half-day field trip under the theme of **"Tourism in Wellington"**. Participation in the fieldtrip is an important part of the course and as such it is compulsory for all students. The fieldtrip takes place on the weekend of the 30 and 31 of July (dates and times to be confirmed) and will last approximately 4 hours.

COURSE CONTENT TOUR 108

Week	Date	Lectures (11-11.50 HMLT105)	Tutorial (group allocation)
1	14 July	Welcome to TOUR108 Tourism in New Zealand	No tutorial
	15 July	Introduction to tourism in New Zealand: Tourism in New Zealand, then and now	
2	21 July	The bigger Picture: Key challenges for NZ tourism	Exploring the 'stakeholder' framework in tourism
	22 July	Introducing the Stakeholder Framework: Overview of stakeholders in NZ tourism	
3	28 July	Stakeholder: Tourists Markets (size, expenditure, trends)	Workshop: working with national tourism datasets
	29 July	International tourist motivation, satisfaction, flow	
	30/ 31 July	Fieldtrip "Tourism in Wellington"	
4	4 Aug	Domestic and outbound tourism	Media Analysis: Tourism in New Zealand and Crime
	5 Aug	Stakeholder: Private Sector Private Sector – the tourism industry	
5	11 Aug	Industry Subsectors	TBA
	12 Aug	Guest lecture: Private Sector	
6	18 Aug	Maori tourism	Workshop: developing a self-guided walk
	19 Aug	Guest lecture: Maori Tourism	
Mid-trimester break			
7	8 Sept	Stakeholder: Community/ destination perspectives Core and peripheral destinations	Assessment 2: Presentations of self-guided walk proposals
	9 Sept	Guest lecture: destination perspective	
8	15 Sept	New Zealand communities and tourism	Assessment 2: Presentations of self-guided walk proposals (continued)
	16 Sept	Stakeholder: Public Sector The role of the public sector and key institutions	
9	22 Sept	Public sector tourism initiatives and strategies	Group Exercise: Communities

	23 Sept	Guest lecture: public sector	and tourism
10	29 Sept	Stakeholder: Third sector The third sector in New Zealand tourism	Comparative case study: Debating Third Sector Interests
	30 Sept	Guest lecture: third sector	
11	6 Oct	Stakeholder: Employers and employees Guest lecture: Judy Chen, HGC and Victoria Alumni: Employers' and employees' perspectives in tourism in NZ	No tutorial
	7 Oct	Stakeholder case study: Tourism development in a rural community in New Zealand	
12	13 Oct		Assignment feedback
	14 Oct	Course review and exam preparation	

BACHELOR OF TOURISM MANAGEMENT (BTM) LEARNING GOALS AND OBJECTIVES

Learning Goal #1: Our graduates will possess and apply specific knowledge of tourism management as well as a range of transferable skills

Learning Objectives

Graduates will be able to:

- (a) demonstrate a systematic understanding of theoretical and applied aspects of tourism management
- (b) display an appreciation for concepts and methods that inform the management of tourism organizations, businesses, and resources
- (c) acquire skills and knowledge that provide a solid platform for graduate study

Learning Goal #2: Our graduates will demonstrate application of critical and creative thinking skills to practical and theoretical tourism management problems

Learning Objectives

Graduates will be able to:

- (a) think conceptually and systematically about tourism and its management
- (b) assess a range of tourism management issues, plans, and concepts
- (c) identify, access, and evaluate a range of information and data sources
- (d) undertake and apply research in tourism management
- (e) use innovative thinking and creative skills in the context of the tourism business environment and tourism research.

Learning Goal #3: Our graduates will be effective and confident communicators

Learning Objective

Graduates will be able to:

- (a) apply advanced written communication skills
- (b) demonstrate oral communication and listening skills
- (c) prepare and deliver polished and professional oral presentations
- (d) communicate effectively with peers when undertaking group projects

Learning Goal #4: By meeting the above learning goals, our graduates will display leadership and be able to assume positions of responsibility

Learning Objectives

Graduates will be able to:

- (a) engage in effective decision making by working independently and in groups
- (b) demonstrate a mastery of concepts related to tourism management
- (c) develop and apply concepts and plans in tourism management

COURSE OBJECTIVES

It is the aim of TOUR108 Tourism in New Zealand:

- to illustrate and examine tourism and its development in New Zealand with the support of case studies, industry guest lecturers and a field trip
- to recognise and assess the importance of tourism to New Zealand's national and regional economies
- to systematically examine tourism in New Zealand by presenting the roles and interests of different stakeholders groups
- to apply and examine tourism models and frameworks in the New Zealand context

COURSE-RELATED STUDENT LEARNING OBJECTIVES AND SKILLS

This course is designed to assist students in developing a number of professional and personal skills. On successful completion of the course the students will be able to:

1. identify and categorise the component parts and stakeholders in New Zealand tourism
2. determine and critically assess the factors shaping tourism in New Zealand
3. analyse and interpret tourism data from national datasets
4. appreciate the diverse role of Maori culture and people in New Zealand tourism
5. command relevant essay writing, communication, and time-management skills

Items 2, 3, and 5 will be assessed by the report (Assignment 1), while Assignment 3 (essay) will foster and assess items 1, 2, 4 and 5. The tutorial presentation will assess skills 1 and 5 and the final examination will assess items 1, 2, 4, and 5. Furthermore, the tutorial programme seeks to foster all five of the skills listed above.

Expected Workload

Students can expect the workload to be approximately 13 hours per week (20 pt course), including both scheduled contact time (lectures, tutorials) and tasks outside of class.

Group Work

This course contains group work in the form of a tutorial exercise. The assessment for this project is a group assessment.

TEXTS AND READINGS

As in most other tourism courses, there is no prescribed textbook for this course. However, the following books, journal articles and other sources are recommended readings for TOUR108 Tourism in New Zealand. They will be useful in the preparation and writing of the essay and the report as well as for exam preparation. Additionally, selected readings that support specific lecture content will be distributed or advised during the lectures.

Books (other editions of the text are often available and also useful)

- Collier, A. (2003). *Principles of Tourism: A New Zealand Perspective 6th edition*. Auckland: Pearson Education.
- Collier, A., & Harraway, S. (2001). *The New Zealand Tourism Industry 3rd edition*. Auckland: Pearson Education.
- Cooper, C., Fletcher, J., Fyall, A., Gilbert, D. & Wanhill, S. (2005). *Tourism: Principles and Practice 3rd edition*. Harlow: Pearson Education. (2nd edition similar and also useful)
- Hall, C.M. (1997). *Tourism in the Pacific Rim*, Longman: Melbourne.
- Hall, C.M., & Kearsley, G. (2001). *Tourism in New Zealand: An introduction*, Oxford University Press: Melbourne.
- Hall, C. M., Jenkins, J. M., & Kearsley, G. (1997). *Tourism Planning and Policy in Australia and New Zealand: Cases, Issues and Practice*. Sydney: Mc Graw Hill Australia.
- McClure, M. (2004). *The Wonder Country Making New Zealand Tourism*. Auckland: Auckland University Press.
- Page, S.J., & J. Connell (2006). *Tourism: a Modern Synthesis 2nd edition*. London: Thompson Learning. (1st edition also useful)
- Page, S., & Thorn, K. (1998). Sustainable Tourism Development and Planning in New Zealand: Local Government Responses. In C. M. Hall & A. A. Lew (Eds.), *Sustainable Tourism: A Geographical Perspective* (pp. 173-184). Harlow: Longman.
- Pearce, D. G. (1995). *Tourist Organisation.*, Longman: Harlow
- Pearce, P. L., Morrison, A., & Rutledge, J. (1998). *Tourism: bridges across continents*. Irwin, McGraw-Hill: Sydney.
- Weaver, D., & L. Lawton (2006). *Tourism Management 3rd edition*. Brisbane: Wiley.

Journal Articles

- Albrecht, J. N. (2007). Selling out a culture? Maori tourism in Aotearoa/ New Zealand. *Pacific News*, 27 (Januar/ Februar 2007), 22-25.
- Ateljevic, I. & Doorne, S. (2000). Local government and tourism development: Issues and constraints of public sector entrepreneurship, *New Zealand Geographer*, 56 (2), 25-31.
- Cloher, D. & Johnston, C. (1999). Maori sustainability concepts applied to tourism: a North Hokianga study, *New Zealand Geographer*, 55 (1), 46-52.
- Espiner, 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.
- Horn, C., & Simmons, D. (2002). Community Adaptation to Tourism: Comparisons between Rotorua and Kaikoura, New Zealand. *Tourism Management*, 23, 133-143.
- McIntosh, A. J. (2004). Tourists' Appreciation of Maori Culture in New Zealand. *Tourism Management*, 25, 1-15.
- Morgan, N. J., Pritchard, A., & Piggott, R. (2003). Destination Branding and the Role of Stakeholders: The Case of New Zealand. *Journal of Vacation Marketing*, 9(3), 285-299.
- Orams, M. (2000). Tourists getting close to whales, is it what whale watching is all about? *Tourism Management*, 21, 561-569.
- Orchiston, C. (2009). Natural Hazard Monitoring in New Zealand: Implications for Tourist Safety. *Pacific News*, 31, 11-14.
- Page, S. J., & Thorn, K. J. (1997). Towards Sustainable Tourism Planning in New Zealand: Public Sector Planning Responses. *Journal of Sustainable Tourism*, 5(1), 59-77.
- Pearce, D. G. (2007). Capital city tourism: perspectives from Wellington, *Journal of Travel & Tourism Marketing*, 22 (3/4), 7 – 20.

Pearce, D.G., Tan, R., & Schott, C. (2007). Distribution channels in international markets: a comparative analysis of the distribution of New Zealand tourism in Australia, Great Britain and the USA. *Current Issues in Tourism*, 10 (1), 33-60.

Schott, C. (2007). Selling Adventure Tourism: A Distribution Channels Perspective. *International Journal of Tourism Research*, 9 (4), 257-274.

Key Websites

Department of Conservation: www.doc.govt.nz

Tourism Strategy Group: www.tourism.govt.nz

New Zealand Maori Tourism Council: <http://www.maoritourism.co.nz/>

New Zealand Tourism Strategy 2015: <http://www.nztourismstrategy.com/download.htm>

The Tourism Industry Association: www.tianz.org.nz

Tourism New Zealand: www.purenz.com

Tourism Strategy Group Research Website: www.tourismresearch.govt.nz

Regional information can be found on local authority websites.

Local Government New Zealand: <http://www.lgnz.co.nz/>

Additionally you are strongly advised to read newspapers to be informed about current information regarding tourism in New Zealand.

ASSESSMENT

Assignment	Title	Weight	Due Date
1	Report	20%	Friday 12 August, 10am
2	Presentation	10%	during tutorial sessions in weeks 7 and 8
3	Essay	20%	Friday 30 September, 10am
4	Final Examination	50%	Date and Time to be advised
	TOTAL	100%	

Assessment 1.

Data exercise and discussion (20%)

Select one of the following inbound markets to NZ: United Kingdom **OR** Australia **OR** USA.

Examine how visitor and trip characteristics have changed for this market over the last ten years and explain the reasons for these changes.

More detail on this assessment will be provided in one of the lectures in Week 2.

Limit: **2000 words**

Due by: Friday 12 August 2011, 10am

Assessment 2.

Presentation Self-guided walk in Wellington (tutorial exercise) (10%)

Design a self-guided tourist walk that showcases one theme of Wellington's tourism product. Prepare a PowerPoint presentation (10-12 minutes) that introduces the walk as a new tourism product to Positively Wellington Tourism (PWT, the Wellington RTO). Explain the choice of your theme and identify your target market during your presentation. This is a group assessment and groups will be allocated during the tutorials. More information about this task will be provided in the first weeks of the course.

Due by: during tutorial sessions in Weeks 7 and 8

Assessment 3.

Essay (20%)

Choose one of the following topics:

Topic 1: Discuss the significance of Maori cultural tourism in tourism in New Zealand. Support your discussion with academic and non-academic literature and statistics.

Topic 2: Identify roles of public sector organisations at the national level in tourism in New Zealand and discuss how they influence the tourism industries.

Limit: 2000 words.

Due by: Friday 30 September, 10 am

Examination (50%)

This course has a three hour final examination. The final examination for this course will be scheduled at some time during the period **Friday 21nd October – Saturday 12th November 2011 (inclusive)**.

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period.

ASSESSMENT CRITERIA AND ASSIGNMENT SUBMISSION

In order to make TOUR108 assignment expectations transparent to you (which are developed with the intention of preparing you for the more rigorous criteria of a 200 level course and ultimately the real world!) please read the following advice on assessment criteria carefully:

All written assignments have to stay within 10% of the indicated word length, be fully referenced as well as formatted in line with the *Guide for Tourism Management Courses*, and include – where appropriate – illustrations or data tables. Evidence of wide reading and the ability to develop, structure and present material, ideas and arguments clearly and effectively will have a bearing on the mark assigned to the work. Equally, presentation, formatting and referencing of your assignments will also have a bearing on the mark.

You are expected to prepare two copies of each assessment, of which you need to submit one copy to the appropriate assignment box on level 2 of the Murphy building and keep the other copy for your reference; you also need to keep an electronic copy of your work. Please be aware that we cannot accept work submitted by email or fax. For detailed guidance on referencing, essay format and other useful information please consult the *Guide for Tourism Management Courses*. You may also find it helpful to revisit the advice on preparing assignments in the TOUR101 Course Outline.

Referencing of Assessments

There are many different styles of referencing. For tourism management courses, please refer to the 2011 version of the *Style Guide for Tourism Management Courses*. A copy of this style guide will be placed on blackboard.

Quality Assurance Note

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Examinations

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period. The final examination for this course will be scheduled at some time during the period from Friday 21 October – Saturday 12 November.

Penalties for Lateness & Excessive Length of Assignments

- (i) In fairness to other students, work submitted after any deadline will incur a penalty for lateness. The tourism management group has implemented a standardized late penalty for all tourism management courses. Students who submit late assignments will be penalized at a rate of 5% per day. **Saturdays, Sundays and public holidays** will be included when counting the number of days late. Assignments received **more than 7 days after the due date** will not be accepted and the student will **automatically fail the Mandatory Course Requirements**.
- (ii) Course outlines provide a signal to students of forthcoming workload, dates of submission etc., and thus student study plans should take account of course requirements across all courses. Consequently, workload issues related to other courses and employment will not be accepted as reason for dispensation from mandatory requirements or waiver of penalties. **Extensions** to submission deadlines for any assigned work will only be granted in **exceptional circumstances**.
- (iii) Students who are unable to comply with any of the mandatory requirements should make a written application for an extension to the due date for submission of assigned work or for waiver of a penalty, **in advance**, to the **tutorial assistant**, providing documentary evidence of the reasons of their circumstances.
All such applications must be made **before** the deadline and be accompanied by documentary evidence, eg. a medical certificate, or counsellor's report clearly stating the degree of impairment, and the dates the illness or event prevented you from undertaking your academic studies. This can be applied retrospectively.
- (iv) In the event of unusual or unforeseeable circumstances (e.g. serious illness, family bereavement or other exceptional events) that precludes an application in advance, students should make contact with the **tutorial assistant** as soon as possible, and make application for waiver of a penalty as soon as practicable.
- (v) Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic. **The penalty will be 10% of the grade for an assignment which is 10% over the word limit.**

Please submit late assignments to the Tourism Administrator (Rutherford House, Room 927, telephone: 463 5720). Office hours are from 9am to 4pm.

Mandatory Course Requirements

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

1. Attend at least **eight of the ten** scheduled tutorial sessions,
2. **attend the TOUR108 fieldtrip**
3. Submit all assignments within 7 days of the due date, and
4. 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 9th and Mezzanine Floors, Rutherford House notice boards. Students will be expected to check both places for notification.

Class Representative

A class representative will be elected in the first class, and that person’s name and contact details made available to VUWSA, the Course Coordinator and the class. The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

TUTORIALS AND TUTORIAL SIGNUP USING S-CUBED

Tutorials are a key part of the learning process and active participation in them is expected – the more you put in, the more you will get out of this course. Attendance of at least eight tutorials is also required to complete terms. You must always attend your allocated tutorial session; if you attend a different session, your attendance will not be recorded. Exemption from tutorials will only be accepted with a medical certificate or in exceptional circumstances. Tutorials start in the second week of the course (week commencing 18 July 2011).

Tutorial sign up will be via an online sign-up system called s-cubed (<https://signups.vuw.ac.nz>).

Requirements to use this software:

- 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.

Instructions:

Go to the signup website at: <https://signups.victoria.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 for and that use the new signup system. Click on TOUR 108. The TOUR 108 course page opens. It will show the course contact, brief detail of the signup requirements including 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 more spaces left in a particular session, find another. You can waitlist in 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 the session 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 only join one waitlist.

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 will be able to login and signup (or change your signup) anytime **Thursday 14 July 6pm and Monday 18 July 10am.**

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.

Confirmation of your tutorial group will be posted on Blackboard on Monday 18 July.

If you miss the Monday 18 July tutorial enrolment deadline you will need to contact the Tourism Management Administrator (Helen.Jiang@vuw.ac.nz). Your email should state 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. You should detail all the tutorial times you can make and you will then be allocated into a tutorial which has space. There is NO GUARANTEE that you will get your preferred tutorial time. If there are ‘exceptional circumstances’ why you require a particular tutorial session these should be set out in the email.

Communication of Additional Information

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.

Copies of material handed out in lectures will be made available outside Room 927 Rutherford House.

For the following important information follow the links provided:

Academic Integrity and Plagiarism

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

General University Policies and Statutes

Find key dates, explanations of grades and other useful information at www.victoria.ac.nz/home/study

Find out about academic progress and restricted enrolment at

<http://www.victoria.ac.nz/home/study/academic-progress.aspx>

The University’s statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the Calendar webpage at <http://www.victoria.ac.nz/home/study/calendar.aspx> (See Section C).

Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at

www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support

http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce and Administration Offices

<http://www.victoria.ac.nz/fca/studenthelp/>

Te Pūtahi Atawhai

Maori and Pacific Mentoring Programme

http://www.victoria.ac.nz/st_services/tpa/index.aspx