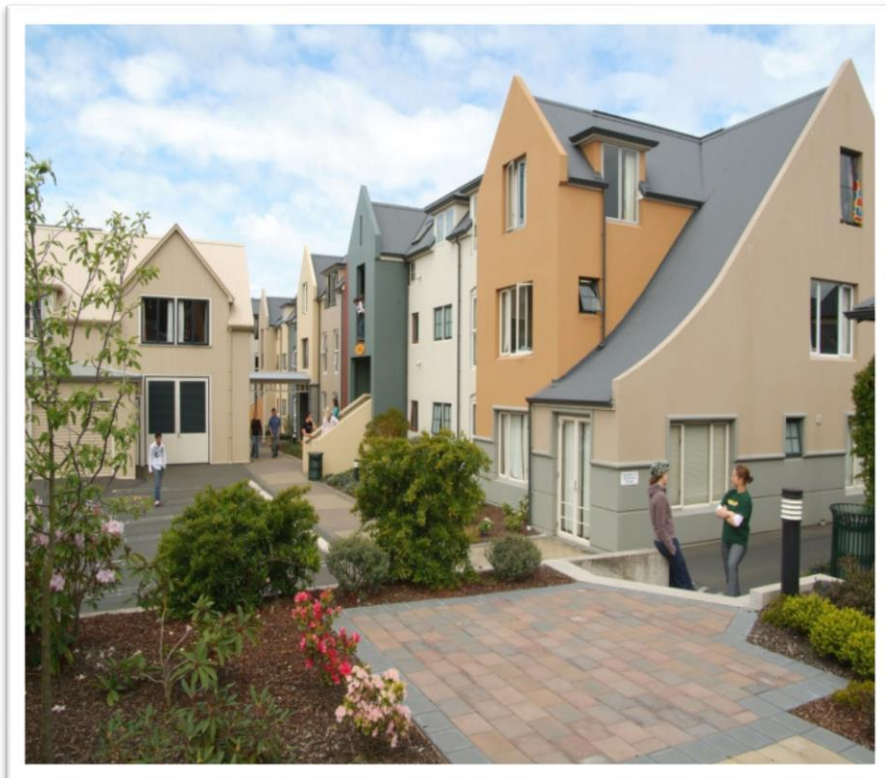




# **CITY COLLEGE**

## **RESIDENT HANDBOOK**

### **2017**





## **City College**

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## WELCOME TO CITY COLLEGE

Welcome to City College for 2017. We hope that the coming year is a special experience for you and that City College plays a part in supporting achievement of your goals: academic, social, sporting or cultural.

In coming to Dunedin and City College, you may be living away from home for the first time. While this may have its attractions, it may also be a source of trepidation for some of you. Others will be having the same feelings and there will be challenges in getting used to a different place to live with over 200 different young people in a new vibrant environment. The team at City College, many of whom live-in, are here to help you navigate your journey through this rewarding first year experience and achieve academic success.

As with any group, making the City College community function well requires all of us to show respect for each other and to appreciate the privilege that we have been awarded in belonging to the community.

I encourage you to make the most of the many opportunities available: use the academic support provided; get involved in College activities; meet new people and make lasting friendships, support others in achievement of their goals; and find yourself during your transition from school to greater independence.

This handbook is full of useful information to help you get the best from your first year experience. Please read it before you arrive in February and we look forward to having you join the City College community.

Welcome!

Andy Walne

## City College Mission Statement

To provide a quality accommodation service that is efficient and safe, is responsive to the needs of residents, and encourages opportunities that will allow residents to get the most out of their time. We aim to prepare residents for life beyond City College by helping them to develop study and life skills.

## About City College

City College is an independent residential college operated by the Dunedin City Tertiary Accommodation Trust, a charitable trust established to provide accommodation services to tertiary students studying in Dunedin. The Mayor of Dunedin officially opened the College on March 25<sup>th</sup> 2000.

The name City College was chosen to reflect the involvement of the Dunedin City Council in setting up the College in collaboration with the University of Otago, Otago Polytechnic and, at the time, the independent College of Education. The residential blocks of City College are named after the owners of the Original Crown Land Grants of Block 34 North Dunedin in 1858.

City College is affiliated to both the University of Otago and Otago Polytechnic allowing it to offer services to students enrolled at either institution.

The Head of College is responsible to the Trust for the welfare of Residents and the running of the College.

## Staff at City College

Andy Walne	Head of College
Barry White	Deputy Head of College/Building Manager
TBC	Senior Tutor
Barbara Wilkes	Finance Manager/Privacy Officer
Brent Cowie	Food Services Manager (College Catering)
Marianne Sherer	Reception/Administration Assistant
Danny Taimalie	Night Manager
Barbara Blake	Librarian

## Residential Assistants

Residential Assistants (RAs) help with College life and are here to make your transition to tertiary study a lot easier. Their prime function is to encourage and support you to have a great experience at City College and Dunedin. They do this by managing many of the day-to-day aspects of College life such as organising activities, and keeping you informed of upcoming events and by being around to chat, support and guide.

Our RAs are resourceful people and successful students in their own right. Get to know them and learn from them.

All staff are here to help and make your stay as worthwhile as possible so come forward and ask if you have any questions on life at City College.

# An Introduction to life at City College

## The City College Way

Members of City College are treated as adults and are expected to act as such. As a College community we are part of a family, one that supports and helps each other. Students at City College are expected to be responsible, accountable, respectful, caring, enthusiastic, successful and loyal to the College and to each other.

It is a privilege for residents and staff to be at City College with members expected to take an active part in the College community and all are strongly encouraged to attend College events whether it is as participant or supporter. This builds a strong community and also supports you in gaining as much as possible from your time as a member of the City College community.

If you or another member of the community are unwell it is important this is communicated to a resident staff member. This is part of being a responsible and caring community member.

## General Behaviour Expectations

You are going to be living, eating, studying and experiencing all of residential college life with over 200 other young adults. All residents are likely to go through a period of adjustment to adapt to College life. This is an important part of the College experience and you will achieve significant personal growth through embracing this time enthusiastically and with an open mind.

Probably the largest adjustment to make is learning that your behaviour has an impact on those living around you. Most people will not have experienced another living situation in which you have such a high level of contact with people who may or may not have different interests and who will present you with such a large number of differing viewpoints on life.

As an adult and member of the College community we expect you to recognize that boundaries and policies are essential for the smooth operation of the College. It is also expected that you willingly accept these boundaries and treat both the people in the College community and the buildings with respect.

As City College will be home to you and your fellow residents for the year, we expect that you will recognise and understand that you are bound by our policies, the University of Otago Ethical Behaviour Policy

<http://www.otago.ac.nz/administration/policies/otago003161.html>

and also the and the University of Otago Code of Student Conduct

<http://www.otago.ac.nz/proctor/codeofconduct/>

and the Otago Polytechnic Student Rights and Responsibilities policy

<http://www.op.ac.nz/students/important-information/student-rights-and-responsibilities/>

Success in academic programmes of study is unashamedly the top priority and you are expected to respect and show consideration for the rights of others and their need for study time and rest.

If a student's behaviour is bothering others, then that student is expected to respond to requests from staff and fellow students.

## Diversity

The City College community consists of a wide range of people and we respect all members of that community. Discrimination against any other human being on the basis of age, physical disability, national origin, sexual orientation, race, gender or religious affiliation are not tolerated within our multicultural community.

Verbal or written abuse, threats, intimidation, violence or other forms of harassment against any member of our community will not be accepted.

## Arrival

For most residents studying at Otago Polytechnic, the academic year starts on Monday 13<sup>th</sup> February and therefore those residents are asked to arrive from 10:00am on 11<sup>th</sup> February 2017. Some programmes start on other dates and please check with us if you are unsure.

For those residents studying at the University of Otago Residents, the year starts on 20<sup>th</sup> February and therefore you are asked to arrive from 10.00am on 18<sup>th</sup> February.

City College 'check in' is at reception, 911 Cumberland Street, Dunedin.

Staff from City College will be waiting to greet you, give you your key, show you to your room and help you settle in.

If you are flying to Dunedin, we recommend you book your flights early. Airport shuttle buses leave from outside the front of the terminal building after most flights.

Once you are in your room, you need to fill out your Room Checklist sheet. On this sheet, please note any damage that exists when you arrive in the room. It is extremely important that you go over this sheet carefully and thoroughly. Sign it only when it accurately represents the condition of the room at the time you take responsibility for it.

Completed Room Checklist sheets must be dropped off at reception on the day that you arrive. Please make sure you tell us if there are any problems in your room so we can fix them accordingly.

## Confidentiality to Team

Residents should be aware that study, behaviour, and health matters are not confidential to individual staff members, but to the staff team. Please do not embarrass individual Residential Assistants and yourself by asking them to keep such matters confidential to themselves.

The Head of College has concern and responsibility for the whole College, and therefore all staff members consult with the Head of College over issues with residents. The Head of College only shares personal or sensitive information on a "need to know basis" with other staff. Staff may suggest to residents that it would be more appropriate if some matters are shared with a counsellor from the Student Health Counselling Service or with other outside agencies.

## Communication

As a student you will have a lot of information being sent to you from your institute and also from us. We use a variety of methods to pass on information that you need to know, including:

- Personal communication
- This handbook
- City College Facebook page
- Facebook Messenger
- Email
- Posters and notices
- Table-top notices
- Newsletters
- College meetings
- Reception, TV Lounge and Dining Room Information Screens
- Whiteboards and Noticeboards

If you have any questions, feel free to ask any member of staff.



## Apartments and Bedrooms

City College comprises 37 apartments, mostly with 6 bedrooms and a few with 4 or 5 bedrooms. Our apartments and bedrooms are safe, warm and comfortable. Each apartment also has a kitchen/lounge area where residents socialise, relax and may prepare snack meals. The furniture in each lounge area is for the enjoyment of all occupants and therefore should remain in the lounge area.

You will need to supply any food, crockery and cutlery for use in your apartment as these are not provided by City College.

### Keys

You will be issued with a key and a sil'key that enables access to all public areas accessible to Residents. For security reasons only the Residents of an apartment have access to that apartment. Replacement keys cost \$50.00. We recommend that bedrooms remain locked when the Resident is away from College or asleep. Loss or theft of keys must be reported immediately as this can compromise the security of the entire complex and everyone in it. Please do not give your key or sil'key to another person.

### Bedroom

Bedrooms are equipped with bed, wardrobe, desk and chair, desk lamp and waste paper bin. It is expected that you will keep your room tidy throughout the year. During the year please let us know quickly if any repairs are needed so they can be fixed as soon as possible.

Your room is private to you; it is your personal space and your responsibility. However, to ensure that bedrooms are being maintained and that health and safety requirements are being met, periodic room check will occur. These visits will normally take place during each of the holiday periods and we will put out general notices to advise you this will occur. We reserve the right to conduct checks at other times as required.

Please note that College staff have the authority to enter your room at any time should this be needed for health, discipline, maintenance or College management reasons.

### Linen Service

The College launders bed linen provided by City College only. A supply of clean linen is available and opening hours will be communicated at the start of the academic year.

### Decorating your room

Residents often like to personalise their room. Within common sense limits we encourage and support room personalisation efforts. However, we ask that all residents observe fire and life safety standards for the safety of themselves and of other residents and guests. Please keep in mind that you should leave your room in the same condition it was in when you arrived.

Please only use blu-tack when sticking items to walls.

## Fire safety

All apartments and bedrooms are fitted with smoke alarms. For fire safety reasons additional kitchen appliances, heaters or electric blankets are not permitted and for the same reason candles, incense, burners or any other item that has or requires a naked flame are not to be used within your apartment or bedroom. Fire regulations require hallways to be kept clear.

## Room Allocation/changes

Room and apartment allocation is the responsibility of the Head of College. Room changes are only permitted in exceptional circumstances and with the permission of the Head of College

Living with new people may sometime be difficult and staff will work with you to make your transition to College life as easy as possible. If you have any concerns or need any assistance in adjusting to life in your apartment, please talk with a staff member.

## Maintenance

Your room and apartment will be in good condition when you arrive and it will be checked before you leave at the end of the year to ensure it is in a similar condition. During the year, please notify reception of any repairs required so that they may be investigated and fixed as soon as possible.

All apartment members will be jointly responsible for the cost of any damage or loss in their apartment if the person responsible cannot be identified. Any damage and losses, including damage to the exterior of a bedroom door will be charged to the resident assigned to that room.

## Cleaning

All of our apartments are cleaned on Monday, Wednesday and Friday each week.

You are responsible for keeping your bedroom clean and tidy. Our cleaners will collect the rubbish from your room if you leave it outside your bedroom door from 8.00am on cleaning days provided it is in a bag or the bin supplied. A vacuum cleaner is provided in each apartment for use in your bedroom.

The kitchen/lounge area of each apartment is cleaned and vacuumed. Therefore, residents are expected to wash and dry dishes and keep the area tidy to help the cleaners in their work.

Bathrooms are also cleaned three times a week. Residents are supplied with a basket to hold toiletries, (shampoo/soap etc.); please keep your items in these containers as this makes it easier for cleaning staff to work within the bathrooms.

At the end of the first semester all bedrooms are cleaned and checked for maintenance. Therefore, it is important that your bedroom is tidy if you leave for the break at the end of the semester. A cleaning charge may be incurred if the room requires extra cleaning.

## Insurance

The College cannot accept responsibility for damage or loss due to theft or accident within the College. Residents are strongly advised to ensure that their possessions are adequately covered by an all risk insurance policy.

## Noise

Noise from your neighbour's room or lounge, while you are trying to sleep or study, is probably the most common problem within a Residential College. Please be considerate of others and act upon request to moderate noise levels from your room. Residents must always respect their neighbour's right to sleep or study.

We expect that the noise will be limited during the day and quiet by 9.30pm every night. This also includes minimising noise if you return to your room late at night.

If you wish to use any device (television, computer etc.) please keep the volume at a level that does not disturb others. Using headphones late at night is recommended.

Where a resident has not complied with the above requirement, the equipment may be removed.

## Pets

Residents are not allowed to keep pets at City College (this includes fish and caged animals). Please don't encourage stray cats to visit apartments.

## Food Service

The City College dining room is the centrally located and provides a healthy, interesting and varied menu all prepared on site by our kitchen staff. For breakfast there is a choice of cereals, breads, fruit and at least one hot dish every day. For lunch and dinner there is a choice of mains with a vegetarian option always available. Fruit, vegetables, self-serve salads, desserts and a variety of drinks help to make meal-times enjoyable, social occasions. Sunday brunch is a firm favourite with our residents and in winter homemade soups are also available.

Formal meals, themed dinners and other treats also make a break from routine dining.

### Meals Times

<b>Breakfast</b>	Monday to Friday	7.00am – 9.15am
<b>Breakfast</b>	Saturday – Sunday	8.00am – 9.30am
<b>Lunch</b>	Monday – Friday	11.30am – 1.00 pm
<b>Lunch</b>	Saturday – Sunday	11.30am – 12.30 pm
<b>Dinner</b>	Daily	5.15pm – 6.15pm

### General expectations of dining room behaviour

- No queue jumping
- All bags to be left neatly outside the dining room.
- Remove your tray and dishes from the table after every meal.
- Crockery and cutlery provided are to remain in the dining room.
- Use tongs and servers supplied to serve food.
- Guests may only use the dining hall at meal times if they have purchased a meal.
- Inappropriate use of food, including throwing of food, is unacceptable and will incur an immediate penalty of \$200 with the possibility of further disciplinary action.
- Please let us know immediately about any spills or broken crockery.
- The Dining room may be used as a study area outside of mealtimes. If you do use the dining hall for study please remove all books, laptops etc. before meal times. Residents must not sit on the tables in the dining room.
- Food provided in the dining room (including bread, tea and coffee) is for consumption in the dining hall only.
- Residents who are intoxicated will not be allowed in the dining room.

### Dress in the Dining Room

A clean and tidy standard of dress is expected in the dining room. For health and safety reasons footwear must be worn in the dining room. Dirty sports gear such as muddy rugby jerseys is not acceptable and pyjamas/nightwear may not be worn after 10.30 am.

On special occasions, we may expect a semi-formal dress code including jackets/ties for men and equivalent semi-formal attire for women. On such occasions residents may be asked not to wear hats into the dining room.

## Vegetarian and Special Dietary Requirements

If you have a special dietary requirement such as a religious or cultural food preference, allergies, intolerances or similar you must contact City College to discuss your needs before accepting a place at the College. The kitchen team are experienced in catering for special dietary requirements and will make every reasonable effort to manage a special diet. However, it may not be possible to cater for all needs.

## Packed lunches

If you are unable to return to City College for lunch, you may make a packed lunch from the special food available in the servery at breakfast time. Please note a resident may not have both a packed lunch and a College lunch.

## Late Meals

Late meals are available between 7.00 and 10.00 pm. You must register for a late meal at reception by 4.30 pm on the day the meal is required. The duty RA is responsible for the issue of late meals.

## Toast Time

Toast, spreads and drinks are available 24 hours a day at the toast-time bench in the dining room. We ask that you keep this area clean and tidy for the benefit of all residents.

## Seconds

Second servings are available at dinner after all residents have had their first serving. Serving sizes are generous and based on healthy nutritional guidelines; there is always plenty of bread, vegetables and salads available. If you would like seconds, watch for the “seconds’ flag” outside the servery door.

## Academic Support

Success in your chosen programme of study is the primary goal of tertiary education. The goals you have set for yourself and the commitment you have made to your tertiary study indicate that you wish to succeed in your first year of study. City College staff will support you as you work to achieve your goals and realise your academic potential.

Students new to tertiary study are often surprised by the jump in level of teaching and learning. There are a wide range of services available to help residents at City College to adjust to this level of study.

### Tutorials

Regular tutorials are organised where there are sufficient numbers of residents enrolled on the same paper. Extra tutorials are often offered in the run up to examinations or tests.

Where tutorial support is requested without sufficient numbers, alternative arrangements will be made, for example by arranging for a resident to attend a tutorial at another nearby college.

Tutorials will also be provided on aspects of study skills as necessary.

### Study Rooms & Study Groups

City College has a number of study spaces including specialist tutorial rooms, library, computer room which residents are encouraged to use for group or individual study.

City College has a small number of computers, networked to the University of Otago's LAN, and a printer available to residents.

Residents are encouraged to create study groups and City College can assist as required.

### Internet Connectivity

Wi-Fi is available throughout City College. The Wi-Fi access at City College is provided by the University of Otago for residents enrolled at both the University and the Polytechnic. The University attempts to maintain a high level of service, however occasional disruptions to service may occur.

Wireless access is available in bedrooms but connectivity cannot be guaranteed in every bedroom.

The University internet policy can be found at:

<http://www.otago.ac.nz/administration/policies/otago018522.html>

### Advice and guidance

Staff at City College will provide advice and guidance on academic issues. Where necessary staff will work with the faculties and support services at the institutions to access the appropriate support for residents.

As a condition of residence, City College requires residents to authorise the University and Polytechnic to supply the Head of College with academic grades for the time they are in residence. This enables the College to more adequately assist residents with their academic programme and tutorial service.

## Services

### Office Hours

The City College office is open from Monday to Friday, from 9am to 5pm.

All Resident enquiries are welcome at the office during these times; there are also some stationery items and services available for purchase at the office.

### After Hours

For urgent matters outside of office hours you can contact a duty staff member by coming down to the office or via telephone on 03 479 5590 or 5590 from the phone in their apartment.

### Library

The City College library is well-stocked with a selection of books and magazines both academic and general interest as well as a large DVD collection. The library issue system works on trust with the expectation that residents will return borrowed items.

The library is also a popular study area for residents and is available for use by City College residents only.

### Laundry

There is a central laundry for the use of residents. The laundry is open 7.00am – 10.00pm daily. If you are in one of the small number of apartments with full laundry facilities, please respect the sleep and study needs of other residents in using the facilities.

- The laundry is free to use; however, you will need to provide your own washing powder.
- For the benefit of other residents, please deal with your washing in a timely manner.
- Bed linen provided by the College will be laundered by the College
- Residents are required to provide and wash their own personal towels.
- A small clothes rack is permissible in your room. Washing lines and clothes are not to be hung out of windows.
- For fire and safety reasons corridors and fire exits must be kept clear at all times – do not leave clothes racks in hallways.
- City College is not responsible for the security of property left in the laundry.

### Bicycles

City College has three bike sheds for use by residents. Bikes must be kept in the bike sheds, not taken into apartments or bedrooms, leaned against fences or walls in the College grounds. We take no responsibility for the security of residents' bicycles and recommend that you lock your bike when placing it within our bike shed. Due to the nature of our grounds we ask that residents do not ride bikes or skateboards inside the College property.

## Car Parks

City College has a limited number of car parks available for \$400.00 per year (non-transferable or refundable) paid in advance. Parks are allocated on a first-in basis. Residents are allocated a numbered parking place.

The gates of the car park reserved for residents who have purchased a parking space are closed between 10.00pm and 7.00am each day so as not to disturb other residents.

Residents' visitors must park on the street. Any unauthorised vehicle found on College, or any vehicle parked outside of the designated car park property may be clamped or towed. We ask that residents using our car parks observe a speed limit of 5km per hour within the College grounds.

## EFTPOS

EFTPOS facilities are available at the office and may be used for the payment of City College accounts, purchase of university printing funds, or any of the services offered at the office. The minimum EFTPOS transaction at City College is \$5.00.

We are not able to provide and cash out transactions however; there are ATM machines available at various sites within a short walk of the College.

## Telephones

Each apartment has a telephone for making local calls and 0800 numbers. Dial 1 for an outside line, then the number.

To call elsewhere in the College or other University numbers, dial the four-digit extension.

To call City College from your cell phone or an outside-line, dial (03) 479 5590 for reception and out of hours calls.

## Mail/Postal Address/Photocopying/Scanning

Mail is received at the College and collected from our post box in reception Monday to Friday.

Outgoing mail (other than parcels) can be posted at the post box in Reception

For efficient post please use the following address:

(your name)  
City College  
PO Box 6065  
Dunedin 9059

Larger parcels or courier packages should be sent to:

(Your name)  
City College  
911 Cumberland Street  
Dunedin 9016

Documents can be scanned or laminated from reception during office hours.



## Lost and Found

In the event that you lose something at the College please talk with a staff member. Similarly, if you find an item that is not yours please bring it to staff, in the office, as soon as possible.

All found property is kept in a secure location and we make all reasonable efforts to locate and contact the owner.

At the end of the allotted time the property may be disposed of by one of the following methods:

- Returned to the finder (excludes staff members)
- Donated to charity
- Destroyed
- Recycled into the College for other Residents to use e.g. for items such as DVDs, sports equipment, drying racks, calculators, pens, text books etc.

## Printing Funds

You can purchase University printing funds at the City College office during office hours.

## Welfare and Wellbeing

A robust pastoral care provision is central to creating a strong City College community. All members of staff have responsibility for the welfare and well-being of residents at City College.

### Health & Safety

We take our obligations seriously and as such we do not expect our residents to take part in any behaviour which could be dangerous or cause harm to individuals or other residents. If you notice a dangerous or hazardous situations within College apartments, please report these to a staff member urgently.

All members of staff have basic first aid skills and first aid kits are available in the college.

### Confidentiality

Staff and RAs will treat all residents' concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Head of College to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, financial guarantors). This may occur when:

- we have concerns regarding the health or wellbeing of a Resident
- there is a clear or imminent danger to a resident, RA or staff member
- there have been serious breaches of the City College guidelines or policies
- payment of accommodation fees are in arrears.

The full text of the City College privacy policy is on page 35 of this handbook.

### Illness

If you are unwell please let us know so that we can care for you, arrange medical appointments and arrange for appropriate food to be delivered to your room if required. We also ask that you keep an eye on others in your apartment and that you notify us if someone else is unwell.

Contact reception or the duty RA, on 5590, to let us know you are unable to come to the dining room.

### Student Health

The University Student Health Centre is on the corner of Walsh and Albany Streets (across the road from the Otago Museum) and provides a comprehensive health service for residents enrolled at the University of Otago from Monday-Friday from 9.00 am to 5.00 pm. To contact the Health Centre, dial 03 479 8212 or 8212 from the phone in your apartment.

The Polytechnic Health Centre is within the Polytechnic campus at M Block on Harbour Terrace and provides an equally comprehensive health service for residents enrolled for a programme of study at the Polytechnic. They can be contact on 03 479 6082

There is an After Hours Doctors at 95 Hanover Street on 03 479 2900.

Residents are encouraged to apply for a Community Services Card to reduce the cost of Health Services.

In the case of severe illness or accident, residents are encouraged to dial 1-111 for ambulance services.

### Smoking

Smoking is a health hazard it is not permitted anywhere on the City College site.

### Chaplains

City College has a close relationship with the chaplains for both the University of Otago and Otago Polytechnic. Support or assistance from a chaplain can be arranged should you require it.

### Churches

Most denominations are available locally and will make you very welcome. City College is happy to assist you in finding a church that suits you, as are the chaplains.

## Alcohol

The sensible use of alcohol is acceptable at City College, and any departure from moderation will be regarded as unacceptable. Residents who live outside of the designated alcohol free areas are permitted to drink alcohol in their lounge areas from 5.30pm until 9.30pm at night. This is at the discretion of duty staff and permission may be withdrawn at any time.

Those residents who wish to consume alcohol are expected to drink sensibly and safely. This means that residents do not endanger themselves or other people and are at all times respectful of the needs of others.

To ensure a suitable environment is maintained within City College staff will ask residents who wish to continue to consume alcohol outside of the hours stated above to socialise somewhere away from City College.

### Residents under the age of 18 years

Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the City College community.

All residents aged under 18 years at the start of the year will be required to meet with the Head or Deputy Head of College to discuss this alcohol restriction. Any resident found to be in breach of this condition will face disciplinary action. Any person supplying alcohol to any Resident in this category will also face disciplinary action.

Only Residents of City College can drink in College apartments and on College premises.

Guests, including overnight visitors, may not bring alcohol into City College or consume alcohol while in the College.

### Safe Practices

The Standard Drinks measure is a simple way to work out how much alcohol you are drinking. It measures the amount of pure alcohol in a drink. One standard drink equals 10 grams of pure alcohol. If you drink a 330ml can of beer or a 100ml glass of table wine you are drinking approximately 10 grams of alcohol (one standard drink), depending on the alcohol percentage. However, a 335ml bottle of RTD spirits at 8 percent is equivalent to 2.1 standard drinks.

The following are not permitted within the City College Community:

- Spirits, Liqueurs, Fortified Wines
- Kegs, casks or goon sacks
- Large bottles or crates of beer
- Home brewing including beer/wine/spirit making or home brewing equipment
- Any bottle or container, vessel etc. containing more than 8 standard drinks
- Drinking games or apparatus and paraphernalia associated with drinking games and/or binge drinking
- Drinking in City College communal areas, such as dining hall, TV lounge, car parks
- Storage of alcohol bottles (full or empty) on window ledges, in view of windows or in public areas within the apartment
- Alcohol deliveries

As the items listed above are not considered consistent with moderate behaviour involving alcohol, any such items located within the College property will be confiscated.

A maximum of 10 people can consume alcohol in an apartment lounge.

## Functions

Residents may request to use a space within the City College to hold a function.

If you wish to hold a function with more than 10 people, then a function contract will need to be signed in advance of the function.

## Alcohol Free Periods

The Head of College has the right to impose an alcohol free period or an alcohol restriction or modify the alcohol rules for any individual, group or the whole College at any time without warning and at his discretion. Noise, offensive behaviour and damage to property are the most likely reasons that an alcohol restriction would be imposed.

Additional alcohol restrictions will be put in place prior to and during the exam period, and may be put in place at other times throughout the year as deemed necessary by the Head of College.

Please note that should there be any change in Government legislation regarding alcohol we may review and/or change our alcohol policy and guidelines if and when we deem it necessary to do so.

## Drugs

### Illegal Drugs

City College has adopted a "zero tolerance" policy, consistent with the University and Polytechnic. This policy is as follows:

*City College has adopted a "zero tolerance" policy consistent in respect of the possession, use or distribution of illegal drugs by members of its College. Under this policy, all suspected incidents will be fully and formally investigated. Where possession, use or distribution of illegal substances is proved to have occurred the Resident's right of residence in the College will be terminated unless he or she can establish special reasons why that step should not be taken and an alternative penalty imposed. A resident who has been found to have breached the zero tolerance policy can expect to be suspended from the College until such time as his or her claim for special reasons can be considered.*

*A finding of special reasons can only be made after the matter has been considered by a panel established for that purpose by the chair of the Dunedin City Tertiary Accommodation Trust. The panel may include Heads of College (other than the Head of City College), members selected from the Advisory Councils to the Colleges and such other persons as the Trust may determine. Each panel shall include a Student representative appointed by the Chair this appointment may be made in consultation with OUSA or OPSA. The panel may seek the advice of the University Proctor at any time.*

*A Resident wishing to make a claim of special reasons must lodge a written application with the Secretary of the Dunedin City Tertiary Accommodation Trust no later than three days after a finding by the College that they have breached the zero tolerance policy. The panel shall meet and consider the application within seven days of it being received. The panel shall determine its own procedure but in the usual course shall determine matters solely on the basis of written material placed before it including the application and a report from the Head of the applicant's College detailing the circumstances as he or she has found them to be. The panel will consider only the claim for special reasons and will not review the finding that there has been a breach which can only be challenged by an appeal.*

*Once the panel has considered the application for special reasons, it shall report its determination to the Head of City College. If the panel has found special reasons to exist the Head of College may allow an alternative penalty to be imposed, but shall otherwise forthwith terminate the Resident's accommodation contract.*

*Termination of residence due to possession, use or distribution of illegal drugs does not affect the Resident's ongoing liability for their remaining annual residential fees.*

## Legal Substances

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or the College.

While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown health effects they have. Our expectation is that you will not have any drugs apart from normal medication. The only 'legal substance' that we allow to be used at City College is alcohol and this is subject to College rules and current legislation. Any resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

## Drug Paraphernalia

As we do not condone the use of illegal drugs, or legal substances, the presence of drug utensils and/or drug related paraphernalia within our community or grounds is not tolerated. Anyone found to be in possession of, or using such items will face disciplinary action, which may involve being suspended or excluded (termination of residence) from the City College community. Suspension or termination of residence due to possession, use or distribution of drug utensils and/or drug related paraphernalia does not affect the resident's ongoing liability for their remaining annual residential fees.

## Emergencies

We take our health and safety responsibilities seriously and we have a number of measures in place that allow us to maintain a safe living environment.

- In the event of fire or other emergency where you are directed to leave, vacate the College as detailed in the Evacuation Plan.
- Close all windows, turn off all electrical equipment and leave doors closed and unlocked.
- Put on warm clothes and sensible footwear.

There will be regular fire drills to prepare for emergencies. The front doors on each apartment are fire doors and must remain closed at all times.

We treat Resident safety very seriously and anyone misusing the fire alarm system, fire hoses or other fire equipment will face disciplinary action.

The fire brigade has a minimum call out rate for a false alarm of around \$1,200.00 +GST. This cost of the fire appliance and subsequent alarm checks will be on-charged to anyone responsible for a false alarm or unnecessary fire appliance call out.

For fire safety reasons we do not allow candles, incense, burners or any other item that has or requires a naked flame to operate on site.

Similarly, we do not allow fireworks on City College property. Anyone found bringing fireworks onto City College property may face disciplinary action.

## Evacuation Information

If you discover a fire:

1. Operate the nearest fire alarm call point
2. Ensure the Fire Service is called on **1-111**, tell them:
  - Name and address: **Your name and City College, 911 Cumberland Street**
  - Nearest cross street: **Howe Street**
  - The nature of the emergency
3. Leave the building via your designated escape route.
4. Report to your designated assembly area.
5. Do not return to the building.

### In the event of an earthquake:

- Immediately take cover under a desk, table or in an internal doorway.
- Stay away from windows and wardrobes.
- Remain in the sheltered position for at least 60 seconds
- Do not go outside; remain inside until the “all clear is given.
- Wait for instructions.
- If outdoors, move away from buildings, trees and overhead wires.

**Practice drop, cover, and hold on in each safe place.** Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. Practice drop, cover, and hold at least twice a year.

If you are inside you should remain inside, if you are outside you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards.

If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

**You must follow the instructions of the fire warden, staff or emergency service personnel in the event of an emergency.**

### Emergency Preparedness

For emergency preparedness it is recommended that residents have a small personal emergency kit (grab bag) that is kept in their room as per the following recommendations:

Minimal requirements:

- Emergency contact details – a written copy as well as Next Of Kin listed on your cell phone
- Torch and spare batteries
- Strong outdoor shoes
- Supply of personal medications
- Hand gel or antiseptic wipes
- Survival blanket
- Bottle of water
- Muesli bars or similar energy food

Have close at hand ready to grab in case of an evacuation:

- Warm clothing ( jacket or similar )
- Your cell phone if you have one

Additional extras that would be useful:

- Personal toiletry items
- Supermarket bags/rubbish bags
- Whistle and light sticks
- Copies of important documents



## Absence from City College

### Temporary Absence

Permission to leave is not required for overnight or weekend absences. Refunds are not available or any residents who are away from College for any reason during the year. If you intend to be away from College for a short period, you must sign the leave book at reception. If there is a serious incident College staff need to know which residents are away from College and how to contact them urgently should the need arise.

### Semester breaks

City College remains open for residents who wish to stay during breaks during or between semesters. If you are going to be away from City College for a semester break it is recommended that you leave your keys at reception.

### End of year

At the end of the academic year all residents are expected to leave City College by the day following their final examination or last day of study. This is to allow other residents to complete their examinations / programmes of study without noise and/or disruption. Residents wishing to may remain in residence beyond this day require permission from the Head of College.

### Withdrawal

When you accept a place at City College you acknowledge that the privilege of residence at the College is afforded only to full-time students of Otago Polytechnic or the University of Otago. The accommodation contract is for the full academic year.

Where it is necessary, as a result of exceptional or unforeseen circumstances, to withdraw from City College during the academic year, you must immediately give written notice of intention to withdraw to the Head of College.

Residents who are considering withdrawal from their programme of study, their Institution or from City College are advised to meet with the Head of College to discuss the situation.

If a resident leaves their course for any reason, they are not able to remain in the College as a resident. A resident who withdraws will be liable for the fees payable in respect of the full term of the contract.

Where a resident is required to withdraw from the College during the year as a result of serious misconduct or repeated breaches of the City College Conditions of Residence for 2016, the departing resident will be liable for the fees payable in respect of the full term of the contract.

## Visitors and Overnight Guests

Your visitors and guests are welcome at City College. As the host, it is expected that you will make sure that your guests are made aware of the standards of behaviour at City College and it is your responsibility to look after guests while they are here.

Residents may entertain their visitors within the College until 10.00pm. After this time, residents are not permitted to have visitors on City College premises without the prior permission of the Head of College, Deputy Head of College or Senior Tutor.

Visitors are welcome to join you for meals in the College.

Breakfast	\$ 5.00
Lunch	\$ 8.00
Dinner	\$12.00

Visitor meals must be paid for in advance at reception where a meal voucher will be issued.

### Overnight Guests

- Permission must be sought prior to your visitor's arrival from the Head of College, Deputy Head of College or Senior Tutor.
- Residents may only have one overnight guest at any time for up to 3 nights.
- Overnight guest charge is \$15.00 per person per night including breakfast or \$30.00 per person per night for up to 3 meals.
- There are a small number of mattresses which may be booked in advance and must be returned when your visitor leaves. Linen and bedding is available.
- Visitors who stay without prior permission will be charged \$53.00 per night.
- As a courtesy to the other residents in your apartment please inform them that you are intending have an overnight guest.

### Partner Pass

Residents may apply for a partner pass enabling a partner to stay at the College for up to 3 nights per week. Partner passes cost \$30 per semester and can be purchased from reception with the agreement of the Head or Deputy Head of College.

Please remember that visitors and overnight guests:

- May not bring alcohol into the College or consume alcohol within the College.
- Must vacate the building if asked to do so.
- Should at all times be accompanied by their host when moving around the College.

There are periods of the year when overnight guests will not be permitted to stay at City College. These periods include: the start of each semester; study zone; exam periods; when there are major events taking place in Dunedin (e.g. major sporting fixtures or concerts); or at any time as advised by the Head or Deputy Head of College.

It is recommended that you consult with a member of the management team prior to confirm a guest's travel arrangements as arrangements made prior to notification of the ban will not be considered as an exception.

We reserve the right to ask any visitor or guest to leave City College as and when necessary.

# The College Community

## Conduct

As a member of the City College community you are expected to uphold the residential policies that govern residence and to willingly assist staff in the resolution of any issues that arise.

Whilst you are a member of our community you are also a representative of it. The standards of behaviour expected of you inside of the community are also expected of you when you are away from it.

Please note that legislative changes by the New Zealand government, Dunedin City Council, Otago Polytechnic or University of Otago may result in the modification of any rule or guideline at City College.

The City College community aspires to be an inclusive community and any discrimination against another resident on the basis of gender, age, ability, nationality, sexual orientation, religious affiliation or any other reason is considered as unacceptable behaviour.

We do not tolerate any form of harassment, abuse (including via written or electronic media), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; sexual assault; sexual harassment, exclusion and/or derogatory comments and language.

Any proven incident of harassment may result in the offending resident being excluded (termination of residency) from the City College community.

## Discipline

Our aim is to have a community where Residents respect themselves and each other where healthy social interactions and academic pursuits are accepted as the norm. Living away from home can take some adjustment and we are here to assist our residents learn the benefits of taking responsibility for themselves and their actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year.

Most day-to-day incidents are dealt with by the Senior Tutor or Residential Assistants. With your cooperation the matter usually ends there. If residents are unwilling to cooperate or the breaches are repeated, then the resident is likely to meet with the Head or Deputy Head of College. The Head and Deputy Head of College have the discretion to pass down any one or a combination of the disciplinary actions listed above as they see fit.

Any resident who breaches any of our conditions, guidelines or expectations as outlined may face disciplinary action that includes:

- A verbal warning
- A fine by way of financial donation to a local charity
- Immediate restitution for damages or expenses incurred
- Confiscation of goods or items that are not permitted to be within the community (these may be returned to your parents/guardian/next of kin at your expense, or to you at the end of the year. Items may be destroyed accordingly if deemed inappropriate to return.)
- Requirement to undertake support through counselling or an educative programme
- Requirement for written explanation or apology
- Community service within the City College community
- A written warning
- Being placed on a good behaviour contract

- Being placed on a curfew
- Parent/guardian/next of kin/guarantor being contacted
- Being placed in another room within the College
- Referral to the Proctor of the University of Otago where disciplinary action under the University or Polytechnic guidelines may occur
- Referral to the Police if it is believed you may have committed an offence or crime under NZ Law
- Suspension from City College\*
- Exclusion from City College (having residency terminated)\*

\*suspension or exclusion does not affect the Resident's ongoing liability for their remaining annual residential fees

Potential serious breaches of College policies or guidelines are investigated through a thorough serious incident process.

In all instances due process is used when dealing with residents and an appeals process is available (see Appendix 1A.)

## Security

City College is a gated community. Residents have access through the Cumberland Street pedestrian gate 24 hours a day. Access to the gates of the car park are reserved for residents who have purchased a parking space and lock at 10.00pm each night. All other gates lock at 7.00pm. We reserve the right to close the gates at any time if we are concerned about security.

For your added safety we have security cameras operating in the College at all times. Extensive security measures like electronic access and automatically locking doors are in place to keep City College secure. Staff are on duty every night with a Night Manager working from 10.00pm – 7.00am every night.

We recommend that bedroom doors should remain locked if you leave your room, and when you are sleeping; and also that you do not leave personal belongings unattended in communal areas.

## College Property

It is expected that residents will respect all College property. City College property may not be removed from your room or from the College. You are responsible for maintaining the condition of your own room and you may be charged for missing equipment or damages that occur.

In the instance where there is missing property or damage in communal areas (where the person responsible cannot be identified) reparation or restitution may be charged across the respective community.

## Damage

Please let us know promptly of any damage you notice to any part of the building or facilities. If you break something talk with a staff member or drop by the office to let us know immediately. Wilful damage is a breach of our conditions and any Resident involved in such behaviour will face disciplinary action.

## Rubbish & Recycling

Please be considerate of others and keep your apartment and the College clean and free of rubbish.

Please inform a member of staff member if there is any damage so it can be attended too quickly.

You are responsible for emptying the rubbish bin in your room. We have a strong recycling attitude and we expect that all our residents will recycle all glass, cans and cardboard in the bins provided.

## Recreational

Successful tertiary study requires a balance of work and rest. City College provides a range of options for recreation within the College.

These include:

- Communal lounges with Sky, piano, pool table, table tennis table, PS4 and a wide range of games.
- Exercise room has a range of fitness equipment including a cross trainer, treadmill, rowing machine and resistance bands. This room is available only to residents of City College.
- Courtyards and gardens
- Library
- Range of sports equipment for use by residents.

City College is fortunate to be close to both the Botanic Gardens and Woodhaugh Gardens for walks and mountain bike trails.

There are also a wide range of sporting and cultural activities arranged as part of the Inter-College competitions. You will hear much more about these during the year.

## APPENDIX 1 - Policy Governing Breaches of Conditions of Residence

### Rationale

City College is a Community of learners. We provide quality accommodation and an atmosphere which facilitates learning and social development. The purpose of this policy and our rules and expectations is to ensure that residents have a safe year and a successful one academically. The College will intervene when residents behave in a way that disturbs and/or disrupts others as well as putting themselves at risk. This policy is designed to ensure that rules are clear; that consequences are appropriate and aimed at modifying resident behaviour; and that any investigation of inappropriate behaviour is conducted in a way that insures fairness and natural justice.

### Guidelines

- 1 "Conditions of Residence" are as set out in the Accommodation Offer documents and the formal Accommodation Contract. These conditions are subject to annual review.
- 2 The Head of College, Management Staff, and Residential Assistants share the responsibility for the welfare and discipline of the College, and for the observance of the "Conditions of Residence".
- 3 Any advice, request or warning given to a resident by a Residential Assistant about his/her conduct or behaviour is official, and the Head of College will be informed.
- 4 Non-observance of, or refusal to accept, or failure to comply with the "Conditions of Residence" may result in or render a resident liable to suspension from residence.
- 5 Any investigation of inappropriate behaviour will be conducted by the Head of College taking into account issues of fairness and natural justice.
- 6 Prior to the implementing of any suspension a Resident will be advised of the conduct which is unacceptable and the possible consequences of continuing the behaviour. The Resident may be asked to sign a good behaviour contract.
- 7 The Head of College has the authority to fine Residents up to a maximum of \$200.00 suspend residents or exclude them permanently from the City College community.
- 8 Return to residence following suspension may be conditional upon payment of a "Good Behaviour Bond" of \$200.00. (Refundable)
- 9 Serious breaches of the "Conditions of Residence, or serious misbehaviour may lead to instant dismissal and forfeiture of fees, at the discretion of the Head of College.
- 10 Any resident who feels that their treatment has been unjust, can apply for mediation or submit an appeal to the Dunedin City Accommodation Trust – see clauses 13-17 below.

### Written Reports

- 11 Upon request a confidential copy of any incident report concerning a breach of conditions of residence will be given to the resident concerned. The copy will include information, which will enable the resident to contact the mediator should they consider their treatment unfair.
- 12 A copy of each incident report and the consequent action will be kept on the resident's file until the end of the year the resident ceases to be a resident of the College.

### Mediation

- 13 The Trust will appoint a mediator who will be available to talk to residents who feel that their treatment has been unjust.

- 14 If requested by the resident, the mediator may advise the Head of College or the Trust on behalf of the resident.
- 15 A member of the Trust appointed as a mediator may not act in any other capacity connected with that complaint.

### Appeals

- 16 Where any sanction is imposed by a person other than the Head of the College, the resident shall be entitled to have that sanction reviewed by the Head of College. Where a sanction has been imposed by the Head of the College or where the resident is not satisfied with the outcome of a review performed by that person, the resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the sanction to the Secretary of The Dunedin City Accommodation Trust on the grounds that it (a) may cause significant hardship to the student; (b) may be manifestly unfair; or (c) may have been imposed without due process having been followed. An appeal shall be in writing and set out the grounds the resident relies on for the appeal.
- 17 The Trust may determine any appeal as they see fit, or, in their absolute discretion, refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Trust and shall include a student representative. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

## APPENDIX 2 – Accommodation Fees

Accommodation fees are \$370.00 per week. Fees are charged for the whole of the academic year including exam, study periods, semester breaks, postings and work experience. These fees are for 38 weeks (University); 41 weeks (Polytechnic); or the length of your course whichever is greater. Additional nights will be charged at \$52.00 per night. A 10% penalty may be charged if fees are not paid within 7 days of the due date. Please note: keys may be withheld from Residents returning from holiday and semester breaks when fees are outstanding.

Automatic payment options must be arranged before moving into City College.

### Accommodation Fee Payment Options

There are two payment options available:

- 1) **Quarterly in advance.**
- 2) **Initial Lump Sum followed by Weekly automatic payments.**

The first instalment in both options includes the Resident Activity Fee and for Otago Polytechnic Residents a computer network fee.

### Payment Schedules

<b><u>University of Otago students (38 weeks)</u></b>		
<b><u>1) Quarterly in advance:</u></b>	<b><u>Total 2017 Fees (Uni)</u></b>	<b><u>\$14,655.00</u></b>
Deposit	Due on acceptance	\$ 330.00
Instalment 1	Due 02/02/17 <b>BEFORE moving into City College</b>	\$3,780.00
(This includes Resident Activity Fee)		
Instalment 2	Due 13/04/17	\$3,515.00
Instalment 3	Due 15/06/17	\$3,515.00
Instalment 4	Due 10/08/17	<u>\$3,515.00</u>
		<b><u>\$14,655.00</u></b>
 <b><u>2) Initial Lump Sum + Weekly Automatic Payments:</u></b>		
Deposit	Due on acceptance	\$ 330.00
Initial Lump Sum	Due 02/02/17 <b>BEFORE moving into City College</b>	\$8,055.00
(This includes Resident Activity Fee)		
<b>Plus</b>		
38 Weekly automatic payments of \$165.00		
	First payment due week of arrival,	
	Final payment due finishing week of course (38 pmts)	<u>\$6,270.00</u>
		<b><u>\$14,655.00</u></b>



## **Otago Polytechnic Students (41 weeks)**

<b><u>1) Quarterly in advance:</u></b>	<b><u>Total 2017 Fees (Poly)</u></b>	<b><u>\$15,825.00</u></b>
Deposit	Due on acceptance	\$ 330.00
Instalment 1	Due 02/02/17 <b>BEFORE moving into City College</b>	\$4,117.50
(This includes Resident Activity Fee and Uni Network Fee)		
Instalment 2	Due 13/04/17	\$3,792.50
Instalment 3	Due 15/06/17	\$3,792.50
Instalment 4	Due 10/08/17	<u>\$3,792.50</u>
		<b><u>\$15,825.00</u></b>

### **2) Initial Lump Sum + Weekly Automatic Payments:**

Deposit	Due on acceptance	\$ 330.00
Initial Lump Sum	Due 02/02/17 <b>BEFORE moving into City College</b>	\$8,730.00
(This includes Resident Activity Fee and Uni Network Fee)		
<b>Plus</b>		
41 Weekly automatic payments of \$165.00		
	First payment due week of arrival,	
	Final payment due finishing week of course (41 pmts)	<u>\$6,765.00</u>
		<b><u>\$15,825.00</u></b>

### **Please Note**

A **Payment Agreement and Schedule** will be sent out in December 2016; the first payment is due on 2nd February 2017 and **must** be made before moving into City College.

StudyLink payments for student loans or allowances do not cover the upfront portion or lump sum payment option of the accommodation fee as they are paid weekly. StudyLink pays fees directly to students.

## **PAYMENT METHODS**

We accept payments **made by cheque, Cash, EFTPOS and Internet banking**. We do **NOT accept credit cards**. Please do not send cash payments by mail.

If using **Internet Banking** please make payments direct to:

**The Dunedin City Tertiary Accommodation Trust**

**ANZ Bank account no: 06-0901-0380477-00**

**It is essential that you use your NAME as a reference so we can identify your payment.**

### **Additional Charges**

(a) Deposit	\$330.00
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The deposit is made up of:

- Administration Levy \$165.00 Non-refundable
- Development Levy \$165.00 Non-refundable after 25<sup>th</sup> January 2017

(b) Resident Activity Fee	\$265.00
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(Paid with the first instalment, this fee is used to help fund Resident activities)

(c) Uni Network Fee	\$60.00
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Paid with the first instalment, (applicable only to Otago Polytechnic Residents), this fee covers Internet access through the University Computer Network.

### **Optional Payments**

(d) Car Park (paid in advance and non-refundable)	\$400.00
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A change in payment method (weekly/quarterly) if made after March 1<sup>st</sup> may incur an administration charge of \$30.00.

## APPENDIX 3 - Privacy Policy

### Rationale

City College ("the College") is committed to ensuring that the privacy of Residents residing at the College ("Residents") is protected during and after their residency. The purpose of this policy is to specify how personal information collected by the College is protected and respected, with reference to the Privacy Act 1993.

1. This Privacy Policy advises Residents of the answers to the following questions:
2. What personal information will the College collect?
3. How long will the personal information be kept by the College?
4. Who will have access to the personal information held by the College?
5. What will the College use the personal information collected for?
6. How can Residents change the personal information about themselves held by the College?
7. Who can Residents contact with any queries or concerns they may have regarding this Privacy Policy?

### 1. What personal information will the College collect?

During the period that Residents reside at the College, the College collects information relating to individual Residents. The information usually collected relates to pastoral care issues, financial matters, discipline issues and breaches of the College Conditions of Residence.

Residents are required to sign an Information Consent Declaration upon acceptance of a place at the College, authorising the College Staff to contact the educational institution at which they are enrolled to study, their health professional and their parent(s)/guardian(s) in order to obtain any personal information regarding the Residents which the College deems necessary to acquire.

A failure to adequately complete the Information Consent Declaration may result in a Resident's enrolment at the College being cancelled.

All authorisations given in the Information Consent Declaration are irrevocable.

Security cameras are placed in key areas of the College to maintain and enhance the security of Residents and College Staff and identify those responsible for damage and inappropriate behaviour. Signs identify areas where security cameras are operating.

### 2. How long will the personal information be kept by the College?

The personal information regarding Residents will be held by the College while Residents reside at the College and archived for seven years.

Should Residents consent in the Information Consent Declaration to the retaining of their name and address for the purpose of establishing alumni associations, that information will be held by the College for a period of 20 years from the date Residents cease residing at the College.

At the end of the period referred to in paragraph (a) above (or if consent is not given, at the end of the period referred to in paragraph (b) above), all personal information regarding Residents will be destroyed.

The security camera system records images from the cameras onto a hard disk. The images recorded are held for no longer than eight weeks. Images required as evidence, including stills, will be copied and may be kept on file while Residents reside at the College and archived in College records for seven years.

### **3. Who will have access to the personal information held by the College?**

Primarily the Head of College and College Staff entrusted with a pastoral care role will have access to Residents' personal information. In some circumstances it may be necessary for information to be disclosed to members of the College Advisory Council and/or members of the Dunedin City Tertiary Accommodation Trust.

While College Staff will treat Residents' personal information with respect and confidentiality, it may be necessary for Residents' personal information to be disclosed to concerned parties (usually Residents' parent(s)/guardian(s) or financial guarantor(s).)

By way of example Residents' personal information may be disclosed to their parent(s)/guardian(s) or financial guarantor(s) if:

- There is current or imminent danger to the Resident, fellow Residents or College Staff.
- The Resident has been involved in activity which could amount to a breach of the College Conditions of Residence.
- The payment of the Resident's accommodation fees are in arrears.
- The College Staff have serious concerns regarding the Residents' health or study.

By accepting residency at the College Residents authorise the disclosure of their name to the Student Club, and the University of Otago, and/or Otago Polytechnic.

Should Residents consent in the Information Consent Declaration, their personal information may be disclosed to persons appointed by the College to establish alumni associations.

The College may also be required by law or regulation to disclose Residents' personal information to other agencies.

Any information collected for security purposes will be accessed by those who have a security and discipline role at the College. When justified, for security or discipline purposes, images may be made available to the Police, University Proctor or other appropriate authorities.

### **4. What will the College use the personal information collected for?**

The College will use Residents' personal information for the purpose of:

- Placing Residents in apartments.
- Calculating fees and other charges payable by Residents.
- Monitoring Residents' academic progress.
- Providing Residents with tuition, academic advice and learning support.
- Providing Residents with student services.
- Maintaining order and discipline within the College.
- Providing computer services to Residents.
- Liaising with the institutions at which Residents are enrolled to study.
- Supporting the welfare of Residents in urgent situations.
- Maintaining College security.

Should Residents consent in the Information Consent Declaration, their name and address may also be used for the establishment of City College alumni associations.

#### **5. How can Residents change the personal information about themselves held by the College?**

The College will, in accordance with the Privacy Act, on the Residents' request:

- Make available to the Resident the personal information which it has collected regarding that Resident; and
- Make corrections to that personal information to ensure that the information held by the College is accurate.

#### **6. Who can Residents contact with any queries or concerns they may have regarding this Privacy Policy?**

The College will appoint a Privacy Officer, whose role it will be to:

- Ensure compliance with the information privacy principles contained in the Privacy Act and other provisions of the Privacy Act.
- Handle requests for access to personal information and issues concerning personal information generally.
- Work with the Privacy Commissioner when they are investigating complaints of "interference with privacy" where a Resident claims that such interference has been caused by the College.

The current Privacy Officer is Barbara Wilkes.

If Residents or College Staff have any queries or concerns about this Privacy Policy, or wish to discuss any privacy concerns they have, they should contact the Privacy Officer.

If Residents or College Staff are not satisfied with the Privacy Officer's response to their concerns, they may contact the Privacy Commissioner at:

Office of the Privacy Commissioner

P O Box 10094

Wellington

Phone: 0800 803 909

Fax: 04 474 7595

Email: [information@privacy.org.nz](mailto:information@privacy.org.nz)

## APPENDIX 4 – Contact Details

### A) Staff Phones

When dialling from outside add (479).

Dial (03) when calling from outside Dunedin. e.g. 03 479 5590

Office		5590
Fax		5591
Head of College		5592
Deputy Head of College/Building Manager		5597
Senior Tutor		5594
Finance Manager		5595
Food Services Manager		5596
Kitchen		5598
Duty RA Phone	(479)	5590
Night Manager	(479)	5590

## *B) Apartment Phones*

When dialling from outside the College add (471).

Dial (03) when calling from outside Dunedin. e.g. 03 471 6315

Hepburn	1	6315
Hepburn	2	6316
Hepburn	3	6317
Hepburn	4	6318
Hepburn	5	6319
Hepburn	6	6320

Mclvor	1	6321
Mclvor	2	6322
Mclvor	3	6323
Mclvor	4	6324
Mclvor	5	6325
Mclvor	6	6326
Mclvor	7	6327
Mclvor	8	6328
Mclvor	9	6329
Mclvor	10	6330
Mclvor	11	6331
Mclvor	12	6332

Ford	1	6333
Ford	2	6334
Ford	3	6335
Ford	4	6336
Ford	5	6337
Ford	6	6338
Ford	7	6339
Ford	8	6340
Ford	9	6341
Ford	10	6342
Ford	11	6343

McKenzie	1	6344
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Dawson	1	6345
Dawson	2	6346
Dawson	3	6347

Mitchell	1	6348
Mitchell	2	6349

Sandland	1	6351
Sandland	2	6352

