

Student Handbook

Postgraduate Certificate in Digital and Collaborative Learning and Master of Contemporary Education

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The Mind Lab

The Mind Lab is New Zealand's dedicated Postgraduate Institute for Contemporary Education, focused on enhancing innovation across New Zealand. *The Mind Lab* is a specialist education provider and is registered with the New Zealand Qualification Authority (NZQA) to provide accredited postgraduate programmes. In particular, *The Mind Lab* is committed to helping implement contemporary practice in the teaching profession by reflecting new theoretical and practical frameworks of contemporary education.

The Vision of The Mind Lab is to transform New Zealand education to better align skills and capabilities to the demands of the contemporary world.

The Mission of The Mind Lab is to lead New Zealand education, to share knowledge, to collaborate, and to build partnerships in order to achieve sustainable, impactful change.

About *The Mind Lab* Governance and Management

The Mind Lab is governed by an Independent Board, and *The Mind Lab Academic Board* is accountable to *The Mind Lab Board of Directors* for ensuring processes exist to facilitate, manage, evaluate, and monitor all aspects of the *Quality Management System* including the *Academic Quality of Programmes*.

All Governing Members of *The Mind Lab* have provided a verified statutory declaration to NZQA and no conflicts of interest have been declared.

Postgraduate Certificate in Digital and Collaborative Learning

NZQA Accredited Postgraduate Certificate, Level 8, 60 Credits | 35 weeks, part-time

Programme Overview

The *Postgraduate Certificate in Digital and Collaborative Learning* [DCL] is an NZQA accredited programme. It is an innovative blended-learning programme designed for teachers and educators at all levels to be equipped to bring contemporary skills and tools into the classroom.

The DCL programme builds knowledge of contemporary education practices and allows teachers to evaluate personal teaching environments and integrate relevant technologies and methodologies into classrooms through applied practice. DCL provides convenience by allowing practicing teachers to study a recognised postgraduate qualification part-time (outside of school hours) while continuing in full-time employment.

The programme is a pathway to our [Master of Contemporary Education](#).

Entry Requirements

General Admission

To be admitted to the DCL programme, all applicants must meet the following requirements;

- have a bachelor's degree (or level 7 Graduate Diploma) in education or similar discipline;

OR

- provide documentary evidence of outcomes in an education work environment to demonstrate an ability to perform in the programme and commit to achieving its outcomes.

Special Admission

An applicant may be considered for special admission if he/she has:

- An undergraduate degree (or a level 7 graduate diploma) in an unrelated discipline, or competencies equivalent to a bachelor's level graduate, and has a minimum of two years' related work experience that is relevant to the aims of DCL;

OR

- A graduate diploma qualification in education or similar discipline and a minimum of two years' appropriate work experience;

OR

- Special admission by successful Assessment of Prior Learning.

Selection Criteria

When the number of eligible applicants for admission exceeds the number of places available, the following selection criteria will be applied:

- assessed level of personal motivation to complete the qualification;
- coherence in expression of ideas and opinions;
- practice aptitude;
- academic aptitude;
- level of awareness of the discipline(s);
- quality of independent references.

These criteria are not ranked in any order. Applicants who meet the greatest number of criteria will be the preferred applicants.

Selection Process

Selection will be made by a person or persons with the delegated authority to offer places to applicants.

They will select students on the basis of written information supplied on the enrolment form. At their discretion, an interview (face-to-face or electronic) may be required.

Programme Structure

The part-time, 35-week DCL programme is structured primarily through online learning with two required face to face block sessions, each held over two days during the school holidays, plus one optional block held over one day, also held during the school holidays. Note that the exact dates/week numbers of the block courses are dependent on a number of factors, and may be subject to change. Please note the structure and information for your cohort will be available in the Student Guide.

Course Information

All students will be enrolled in the following courses. These courses will run in parallel throughout the programme and all courses are compulsory.

CISC8110	Digital and Collaborative Learning in Context	Level 8	15 Credits
CISC8104	Leadership in Digital and Collaborative Learning	Level 8	15 Credits

CISC8100	Applied Practice in Context	Level 8	15 Credits
CISC8101	Research and Community Informed Practice	Level 8	15 Credits

Academic Calendar

You can find the Academic Calendars for the programme on our website. The calendars include information on the start date of the intake, days and times of your online sessions and block days as well as the assessment due dates for DCL.

[April Intake Academic Calendar](#)

Resources Required for Study

As this is a blended programme, students will need to have access to a device and Internet so that they are able to access online materials and communication tools throughout both the face-to-face sessions and the online part of the programme. In face-to-face sessions, we recommend that students bring both a laptop and a mobile/handheld device (tablet or smartphone) since a range of technologies across different devices are used.

Attendance

Attendance is an important component for student success and we strongly recommend that students attend a minimum of 80% of online sessions. 100% attendance is expected for the first two block courses but the third block session is optional. If a student cannot attend an online session or face to face sessions please notify enrol@themindlab with sufficient notice.

Master of Contemporary Education

NZQA Accredited Masters, Level 9, 180 credits | 1.5 years full-time or 3 years part-time

Programme Overview

The [*Master of Contemporary Education*](#) [MCE] programme has been developed designed with the alumni of the DCL programme in mind and to build on the core philosophy of digital and collaborative learning. The practice-based MCE programme is about the challenges, problems and opportunities that educators face in their education context.

After 1.5 years of full-time study, or 3 years of part-time study (including DCL programme), students will have an NZQA-accredited, level 9 Master's degree. *The Mind Lab* currently offers the DCL programme at least three times per year.

MCE is applied, which means learning is demonstrated through a real-world project that delivers actual outcomes – not a written thesis. Being project-based means applicants minimise their time out of work, and the focus of their project is entirely up to the individual. On completing the implementation of your project in Part 3 you will present your findings to your peers and the Academic Team in a Symposium.

Entry Requirements

The high level entry criteria, as approved by NZQA, for entry into the programme are as follows:

- A recognised bachelor's degree in the same or similar discipline, with merit achievements, deemed to be an average grade of B- or higher in all Level 7 courses.
OR
- A professional qualification in a relevant discipline, recognised as being equivalent to merit achievement in a bachelor degree
- A New Zealand Teacher Registration number or proof of qualification or employment statement of purpose.
- Proof of residency as a New Zealand or non-New Zealand citizen.
- Must give consent to undergo a process of safety checking as set out in the Vulnerable Children's Regulations 2015.

For admission into the MCE all applicants will be interviewed by one of the Academic team members to ensure that the MCE programme is the right fit.

The following admission criteria will be applied:

- Willingness to commit to the Programme;
- Evidence of competency in achievement, leadership, humility, respect and empathy, self-reflection and commitment to the vision of the Programme.

The Mind Lab will:

- Officially offer the applicant a place on the MCE Programme,
- OR
- Decline the applicant's application, providing the reasons why and an opportunity to discuss this if they wish.

Following an applicant's official acceptance of the offer of a place on the MCE Programme, and providing the required documentation is in order, the applicant will be enrolled as a student on the MCE Programme.

If you have completed a Postgraduate qualification at another institution please refer to the section about [Credit Recognition and Transfers](#).

Programme Structure

This 180-credit MCE Programme is structured into three parts, each comprised of 60 credits.

Part 1: Digital and Collaborative Learning (60 credits, Level 8)

The first part of the Programme is delivered as the [Postgraduate Certificate in Digital and Collaborative Learning](#).

Part 2: Contemporary Education (60 credits, Level 8)

Students continue to work collaboratively to support and lead each other on their learning journey. This continues through Parts 2 and 3. The second part is also made up of four 15-credit courses; these build on the learning and competencies acquired in Part 1. Students work together to further develop digital, collaborative and leadership competencies, which inform their learning, thinking, and application of knowledge to practice. The four courses focus on challenges in contemporary teaching, digital fluency, and leadership and collaboration in practice. There is a requirement that students attend face-to-face sessions and online workshops.

Part 3: Practice-based Change Project (60 credits, Level 9)

The Practice-based Change Project is a capstone course which builds on the outcomes of the other four courses in Part 2. In this final 60-credit course students demonstrate their capability in leadership and collaboration towards positive change through the implementation of a Practice-based Change Project. Students use contemporary pedagogical knowledge to address education challenges in their own context. Students lead a project and work collaboratively with one or more other students to support, mentor and coach them in their projects. There is a requirement that students attend face-to-face sessions and online workshops. Students must also present their Project to their peers and other stakeholders at the end of Part 3 at *The Mind Lab* Symposium.

Course Information

All students will be enrolled in the following courses for the duration of the MCE programme..

Part 1	Postgraduate Certificate in Digital & Collaborative Learning		
CISC8110	Digital and Collaborative Learning in Context	Level 8	15 Credits
CISC8104	Leadership in Digital and Collaborative Learning	Level 8	15 Credits
CISC8100	Applied Practice in Context	Level 8	15 Credits
CISC8101	Research and Community Informed Practice	Level 8	15 Credits
Part 2	Contemporary Education		
MLED8201	Contemporary Teaching	Level 8	15 Credits
MLED8202	Digital Fluency	Level 8	15 Credits
MLED8203	Leadership in Practice	Level 8	15 Credits
MLED8204	Collaboration in Practice	Level 8	15 Credits
Part 3	Practice-based Change Project		
MLED9200	Practice-Based Change Project	Level 9	60 Credits

Academic Calendar

You can find the Academic Calendars for the programme on our website. The calendars include information on the start date of the intake, days and times of your online sessions and block days as well as the assessment due dates for MCE.

[MCE Parts 2 and 3 Academic Calendar for July Intake](#)

Programme Delivery

MCE is a blended programme that includes face-to-face and online learning. It can be studied full-time or part-time. Parts 2 and 3 of the MCE can be studied full-time over one year or part-time over two years. NZQA requires 10 hours of work per credit awarded - which means that students studying full-time complete an average of 23 hours per week of study, while part-time students complete an average of 11.5 hours of study per week. The number of hours each week may vary depending on circumstances.

Online Sessions

For Part 2 of the MCE programme, full-time students can expect to attend a one-hour online session per week, while part-time students will have a one-hour online session every other week.

In Part 3 students will attend supervision sessions arranged with their supervisor. Full-time students engaged in Part 3 will be expected to attend a supervision session at least once per week. Part-time students will attend supervision sessions at least once every 2 weeks.

Colloquia

All students enrolled in the MCE Programme are required to attend 4 Colloquia per year. These face-to-face sessions will take place in Auckland and Christchurch during the school holidays and exact dates will be included in the Student Guide which will be provided by the start date of the programme.

Resources Required for Study

As this is a blended programme, students will need to have access to a device and Internet so that they are able to access online materials and communication tools throughout both the face-to-face sessions and the online part of the programme. In face-to-face sessions, we recommend that students bring both a laptop and a mobile/handheld device (tablet or smartphone) since a range of technologies across different devices are used.

Attendance

Attendance is an important component for student success and we strongly recommend that students attend a minimum of 80% of online and face to face sessions. If a student cannot attend an online session or face to face sessions please notify enrol@themindlab with sufficient notice.

Enrolments

Application Process

Applications to the Postgraduate Certificate of Digital and Collaborative Learning and the Master of Contemporary Education are made through the *The Mind Lab* [enrolments site](#). This is where all required details and documentation for enrolment are provided by applicants to be processed, and payment method selected.

Verification of Enrolment

The Mind Lab Enrolments Team will verify applications as they come through and request further information from applicants if required. Applicants will receive an email notification confirming their enrolment is complete.

Conditional Enrolment

There may be instances where an enrolment cannot be completed immediately and on these occasions a conditional offer may be granted. The offer will outline a set of conditions that must be fulfilled before an enrolment can become unconditional. Applicants will not be invoiced until they are unconditionally enrolled.

Credit Recognition and Transfer and Assessment of Prior Learning

The Mind Lab has robust processes for the recognition of learning and award of credit by formal, informal (no formal curriculum, no credits earned) and non-formal (organised curriculum, no credits earned) learning. [The Mind Lab Recognition and Assessment of Prior Learning Policy and Procedures](#) apply to any process that evaluates formal learning (including cross-crediting and transfer of formal learning to *The Mind Lab* courses, programmes and qualifications) and the Assessment of Prior Learning (APL) by informal and non-formal learning.

Owing to the work-based nature of the programme and the highly-integrated nature of courses, it is important to note that Credit Recognition and Transfer, and Assessment of Prior Learning do not usually apply and applications will be assessed on a case-by-case basis. Please contact enrol@themindlab.com for more information.

Student ID Cards

All enrolled students can request a Student ID card by completing an online form provided on The Mind Lab Portal or in the Student Guide.

Withdrawals & Refunds

If you are already enrolled in the Programme and decide to withdraw, you have different refund entitlements depending on when you withdraw. The withdrawal scenarios below include information as well as the implications on fees, scholarships and grades, relative to when a student chooses to withdraw.

[Postgraduate Certificate in Digital and Collaborative Learning Withdrawal Scenarios](#)

[Master of Contemporary Education Withdrawal Scenarios](#)

On application, students must agree to the [The Mind Lab Student Terms and Conditions](#) before their enrolment into a Programme can be processed. These Terms and Conditions outline all refund entitlements for the *Postgraduate Certificate in Digital and Collaborative Learning* and for the *Master of Contemporary Education*.

For further information about enrolments please see our [Admission, Enrolment, Exclusion and Withdrawal Policy and Procedures](#).

Refund Entitlement Dates

Postgraduate Certificate in Digital and Collaborative Learning - April 2020 Intake

Course	Course Start Date	10% Cut off Date	75% Cut off Date	Course End Date
CISC8110	14 Apr 2020	8 May 2020	8 Oct 2020	13 Dec 2020
CISC8104	14 Apr 2020	8 May 2020	8 Oct 2020	13 Dec 2020
CISC8100	14 Apr 2020	8 May 2020	8 Oct 2020	13 Dec 2020
CISC8101	14 Apr 2020	8 May 2020	8 Oct 2020	13 Dec 2020

Master of Contemporary Education - July 2020 Intake

Full-Time Study

Course	Course Start Date	10% Cut off Date	75% Cut off Date	Course End Date
MLED8201	6 Jul 2020	13 Jul 2020	1 Sep 2020	20 Sep 2020
MLED8202	21 Sep 2020	28 Sep 2020	17 Nov 2020	6 Dec 2020
MLED8203	6 Jul 2020	21 Jul 2020	29 Oct 2020	6 Dec 2020
MLED8204	6 Jul 2020	21 Jul 2020	29 Oct 2020	6 Dec 2020
MLED9200	4 Jan 2021	22 Jan 2021	20 May 2021	4 Jul 2021

Part-Time Study

Course	Course Start Date	10% Cut off Date	75% Cut off Date	Course End Date
MLED8201	6 Jul 2020	24 Jul 2020	24 Nov 2020	10 Jan 2021
MLED8202	11 Jan 2021	27 Jan 2021	11 May 2021	20 Jun 2021
MLED8203	6 Jul 2020	5 Aug 2020	25 Mar 2021	20 Jun 2021
MLED8204	6 Jul 2020	5 Aug 2020	25 Mar 2021	20 Jun 2021
MLED9200	12 Jul 2021	11 Aug 2021	5 Apr 2022	3 Jul 2022

Tuition Fees, Scholarships, Discounts and Payments

Fees

The tuition fee for the full Programme is \$10,195 (plus GST).

- Part 1 (PGC-DCL): \$2805 + GST
- Parts 2 and 3: \$7390 + GST

The fee for the Programme is due seven days prior to the advertised start date of the Programme.

Note: Fees are reviewed annually and are subject to change for 2021.

The Mind Lab complies with NZQA Student Fee Protection Rules which protect the interests of domestic and international students. *The Mind Lab* has a Standard Trust Account with the NZQA-approved fee protection supplier, Public Trust, that ensures the safe protection of student fees over the value of \$500.

For further information see [The Mind Lab Student Fee Protection Policy and Procedures](#).

Scholarships & Discounts

Postgraduate Certificate in Digital and Collaborative Learning

The Mind Lab offers two types of scholarships for the *Postgraduate Certificate in Digital and Collaborative Learning*, both of which are available to all state school educators.

ADVANCE Education Scholarship

The ADVANCE Education Scholarships entitle recipients to \$1,500 (plus GST) towards their tuition fee for the *Postgraduate Certificate in Digital and Collaborative Learning*.

ADVANCE Plus Scholarship

The ADVANCE Plus Scholarship entitles recipients from selected Decile 1 to 4 schools to a further \$1305 (plus GST) contribution (in addition to the ADVANCE Education Scholarship) towards their tuition fee for the *Postgraduate Certificate in Digital and Collaborative Learning*.

A limited number of full scholarships are available to educators from Decile 1 to 4 schools. There are 50 full scholarships for Primary educators and 50 for Secondary educators in each intake.

These scholarships are applied automatically when applicants start the application process on *The Mind Lab* enrolments site. Applicants are required to enter the school/institution they are employed with at the time of application in order for these scholarships to be applied. Contact *The Mind Lab* at enrol@themindlab.com for more information.

Master of Contemporary Education

Scholarships

The Mind Lab offers three different types of scholarships for students enrolling into Parts 2 and 3 of this Programme:

- Tangata Whenua: Educators who identify as Māori of which there are 2 available for each intake.
- Pacific Ako: Educators who identify as of Pacific Island descent of which there are 2 available for each intake.
- Taipakeke: Educators who are aged 60 years and over of which there are 2 available for each intake.

These scholarships cover 50% of the full tuition fee. Applicants must be fully enrolled in order for their scholarship application to be considered. Contact *The Mind Lab* at mce@themindlab.com for more information, or for information about eligibility.

To apply for a scholarship students fill out the [application form](#) that is available on *The Mind Lab* website. Applicants must provide some personal information to identify themselves. This information differs depending on which scholarship the applicant is applying for. *The Mind Lab* asks all applicants to attach some evidence to their application to indicate how the scholarship and programme will benefit their education context.

Discovery Discounts

These discounts are intended to support you in your travel to our Colloquia and Symposium in either Christchurch or Auckland. For the full details on these discounts please see the full terms and conditions below.

Te Wai Pounamu Discovery Discount - South Island Discount

\$2000 discount for full-time

\$1000 discount each year for part-time

These discounts are allocated on a first-in first-served basis.

For students who are located in the South Island but outside of Christchurch at the time of their enrolment with *The Mind Lab*. [See full terms and conditions here.](#)

Te Ika-a-Māui – North Island Discount

\$2000 discount for full-time

\$1000 discount each year for part-time

These discounts are allocated on a first-in first-served basis.

For students who are located outside of Auckland at the time of their enrolment with *The Mind Lab*. [See full terms and conditions here.](#)

StudyLink Student Loans

Postgraduate and Masters students are eligible to apply for StudyLink Student Loans. The process for applying can only be started once a student is fully enrolled. To check eligibility for a Student Loan, or to apply for a Student Loan, applicants can visit www.studylink.govt.nz.

The Mind Lab takes no responsibility for the approval or otherwise of an applicant's application for a student loan. A student enrolled remains liable for the fees in accordance with [The Mind Lab Terms and Conditions](#).

Assessments

Assessment Strategy

Assessments have been designed to support the learning process and should be thought of as learning tools, where students present and receive feedback on their work in order to improve it. Assessment due dates are included in the Academic Calendars contained within this handbook. More detailed information on assessments can be found on *The Mind Lab Portal* and students will be provided access by the start date of the programme.

Part One - Postgraduate Certificate of Digital and Collaborative Learning

Students enrolled in the DCL Programme are assessed through achievement-based summative assessments where grades are awarded against and contribute to credits for the course they are assessing. The DCL Programme allows students to submit collaboratively, so for most assessment tasks, students can work in groups of two or three if they wish to do so. Please note that not all assessments can be done collaboratively since some require personal reflective practice. Each assessment description makes it clear whether or not that assessment can be submitted by a group.

Part Two and Part Three - Master of Contemporary Education

Students enrolled in the MCE Programme are assessed through competency-based summative assessments, supported by formative assessments. Formative assessments are designed to provide students with feedback from their peers and their advisor - with no credits attached. In the MCE Programme, credits are awarded against the successful completion of summative assessments. There is no formal thesis in the Masters Programme. Implementation of the Practice-based Change Project, together with associated assessments, take the place of a formal thesis. Assessment formats include a written report or presentation, but may also include other outputs negotiated with advisors - depending on the nature of a student's project.

All assessments in the MCE programme are measured against a competency-based format. Final outcomes against all assessments, and therefore courses, that students can receive are a Not Yet Competent or a Competent grade. To get a Competent grade for a course overall, students must satisfy all assessment criteria related to the Learning Outcomes of the courses. Importantly, students will receive feedback targeted to these Learning Outcomes especially through the formative assessment process. Often a student will also receive an interim outcome of 'Pass with Requirements' for an assessment, which means that there are further requirements to fulfill in order to pass the assessment. These requirements must be met in the stated time frame before continuing. Recommendations are at the student's discretion to implement.

Te Reo Māori and New Zealand Sign Language

All students are offered the opportunity to submit any assessment in the official languages of New Zealand: New Zealand English, te reo Māori, and New Zealand Sign Language. All students are asked to indicate to the Programme Coordinator, when starting the Programme (via the programme email or Slack), if they intend to submit assessments in te reo Māori or New Zealand Sign Language. This is to enable *The Mind Lab* to meet our turnaround commitments.

Special Assessment Circumstances

If an unforeseen circumstance impairs your ability to do well on an assessment (including submitting assessment on time and/or giving a presentation), you are able to apply for a Special Assessment Circumstance (SAC), with relevant evidence, within five working days of the assessment item due date. The SAC form can be completed on the Student Portal under the 'Assessments' tab when you click on the information icon 'i' at the top. The form can also be found on the Portal under the assessment description.

Applying for SACs is a formal process which must be adhered to. Approval of SAC can result in a number of actions to support you, including an extension (a new submission date). Pending approval of the SAC and submission of the assessment or presentation within the new approved time frame, the assessment will be assessed as usual.

Academic Integrity

The Mind Lab is committed to maintaining and promoting the highest standards of academic integrity. All students are held to the same high standards. To help ensure that academic integrity is maintained, *The Mind Lab* uses *Turnitin* as a plagiarism detector tool. TurnItIn is also used by markers to provide feedback to students on written submissions. All written assessments must be submitted to Turnitin to generate a Similarity Report.

What is Academic Integrity?

As stated in [The Mind Lab Code of Conduct](#), Academic Integrity refers to intellectual honesty with regard to the use of information.

This includes but is not limited to;

1. Proper acknowledgment of other people's (academics, professionals, peers, relatives, ancestors) work. Acknowledgement of those who have gone before. This is also important for those who come after (readers, peers, assessors) to be able to follow and even build on your work.
 - a. Use a consistent and clear process
 - b. Other people's work is not limited to their writing (which should be presented as a quote and only if the writing is reproduced faithfully), but also their ideas, findings and conclusions.
 - c. Do you need permission to reproduce this work?
2. Ensuring that your submissions, presentations and assessments are your work.
 - a. You may have employed or commissioned an editor or proof reader. If you have, make this clear and acknowledge them with their permission.
 - b. Others may have contributed to your submission and these contributors also need acknowledgment e.g. a programme coder, a colleague or collaborator.
 - c. If you are in doubt, get advice from Programme staff.

Platforms

The Mind Lab uses a variety of platforms to engage and support a blended learning model. Here you will find a brief overview of the most frequently used platforms. More detailed information and instructions will be provided in your Student Guide.

The Mind Lab Portal

The Mind Lab Portal is [The Mind Lab's Learning Management System](#) (LMS). It is the hub of your learning and hosts key resources, web links, and *The Mind Lab* eLibrary. This is also where all assessments are uploaded and all assessment feedback and final course grades are provided.

The Mind Lab eLibrary

The Mind Lab eLibrary contains links to a range of online resources for students, including the EBSCO and Proquest online databases and ebook libraries that *The Mind Lab* subscribes to, along with other search engines and open access resources in educational research and scholarship.

Zoom

The Mind Lab uses the [Zoom](#) platform to deliver online sessions, which are an integral part of engagement with the programme. More information about online sessions will be provided at least two weeks prior to the start date of your programme and will also be contained in the Student Guide.

Slack

This is our messaging and sharing platform for all students to communicate, discuss, question and critique over the course of the programme. On [Slack](#) you will be engaging with your fellow students as well as the Academic Programme Team and Support Teams. It can be used in a browser, as a desktop app, or on your phone or tablet.

Turnitin

To ensure and maintain academic integrity *The Mind Lab* uses [Turnitin](#). All written submissions must be uploaded to [Turnitin](#) to generate a Similarity Report. Turnitin is used as a tool to detect plagiarism as well as a way for markers to provide feedback on your written assessments. Please refer to the [The Mind Lab Code of Conduct](#) for more information about academic integrity.

Student Support and Wellbeing

The Mind Lab is committed to creating an inclusive learning environment and to working alongside all students to support them through their studies. This support includes educational and learning support, as well as different types of non-educational support. All of our student support service teams work closely with each other and with the academic programme teams, to provide a friendly point of contact - in person, online or on the phone - to help students navigate their learning journey.

Postgraduate Team

The Mind Lab Postgraduate Team is available to assist with any enquiries to do with the programme and assignments. The team is available to all students online during work hours (Monday through Friday, 9am - 5pm). The team is spread all over the country so are most accessible to students via online platforms such as *Slack*, or using video conference tools such as *Zoom*.

Student Experience Team

The Student Experience team includes the Enrolments Team, Portal Team, and the National Academic Registrar; they are accessible to students in person, via email or phone. Our team members are located all over New Zealand and are available to all students online during work hours. The team is available Monday through Friday, 9am - 5pm via Slack. If you would prefer to use Zoom or Google Meet please contact the team via Slack to arrange a time.

For more information about our team please visit themindlab.com.

Disability Services

The Mind Lab is committed to providing a range of resources and strategies to help students who have provided information and verification of impairment. Potential services available to students with impairments may include assistance with note-taking, assistance with academic study due to learning impairments such as dyslexia, sign language interpretation, and so on. You are encouraged to contact the Programme Lead in the first instance, to privately discuss any impairment-related requirements and establish what would be most beneficial in the context of your programme requirements and delivery model, so that you can be effectively supported throughout the programme. Contact: studentsupport@themindlab.com or phone: (09) 964 4444.

Health & Wellbeing

The Mind Lab students have access to a range of health and wellbeing services via [Homecare Medical](#), who run digital telehealth services, offering health, mental health and addictions support across digital channels. Referrals to other agencies are available for more personal/one-on-one advice and support. Students of The Mind Lab employed as teachers at schools also have access to the support structures available for teachers at those schools. If you feel there are any circumstances or impairments that impact on your learning, you are encouraged to speak to your Programme Lead or the National Academic Registrar in the first instance, so that appropriate support systems can be put in place to assist you. Contact: studentsupport@themindlab.com or phone: (09) 964 4444.

Māori & Pacific Support

The Mind Lab is a multicultural organisation that prioritises opportunities for promoting Māori and Pacific student success in all our programmes. Support for Māori and Pacific students include academic support, cultural support, te reo Māori support, pastoral guidance and financial support in the form of scholarships and discounts. Contact: studentsupport@themindlab.com or phone: (09) 964 4444.

Variations of Enrolment

If students encounter circumstances or challenges which are impacting their ability to continue with a programme or course, they should contact the Programme Lead or the local facilitator in the first instance to discuss what options for support are available. It may be possible to suspend enrolment for a period of time, or for students to withdraw from a course and re-enrol at a later date. Terms and conditions for variations to enrolment are outlined during the enrolment process. Contact: enrol@themindlab.com or phone: (09) 964 4444.

Academic Records

You can request official academic transcripts, letters confirming details of your qualifications, and qualification verifications for employers. Students who have completed their programme of study and met the requirements for a qualification can also request a letter of eligibility to graduate before the qualification has been awarded, after final grades have been officially released. Contact: registrar@themindlab.com or phone: (09) 964 4444.

Important Student Information

Below are some key policies and procedures relevant to all programmes of study at The Mind Lab.

The Mind Lab Code of Conduct

[The Mind Lab Code of Conduct](#) is designed to promote the upholding of professional standards and academic integrity. It covers the personal conduct of all staff, students and contractors.

The Mind Lab Privacy Policy

[The Mind Lab Privacy Policy](#) provides details of how student and staff privacy will be maintained.

The Mind Lab Student Complaints and Appeals Policy

The Mind Lab takes all student concerns seriously and should any misconduct be identified, the processes outlined in the Student Complaints and Appeals Policy and Procedure, and Student Disciplinary Policy (both linked below) will be followed.

[The Mind Lab Student Complaints and Appeals Policy](#) outlines the procedures to be followed if an applicant or student makes a formal complaint, or makes an appeal against *The Mind Lab's* decision outcome.

Complaints and appeals are submitted in writing, with evidence to academicmanagement@themindlab.com. An appropriate investigator is assigned by the The Mind Lab Academic Team to review the complaint or appeal and conduct an investigation and identify a resolution. All groups involved in the investigation will be kept up to date throughout. Full details of the process can be found in TML Student Complaints and Appeals Policy and Procedures.

In the instance that a complaint is not resolved to your satisfaction by The Mind Lab, you can [raise your concern](#) in writing with the New Zealand Qualifications Authority (NZQA).

The Mind Lab Student Disciplinary Policy

[The Mind Lab Student Disciplinary Policy](#) outlines student disciplinary procedures which may be followed if disciplinary action is required. Possible consequences, if disciplinary action is required after an investigation into misconduct is undertaken, are outlined in this policy.