



Studholme College

2024 Resident Handbook

Contents

Welcome	3	Negative Conduct	
General Introduction	4	Confidentiality	
A brief history		Student Voice	
Your College staff		Student Executive	
Meet the Team	5-6	Presidential Election	
Arriving at the College	7	Floor Representatives	
Term Dates		Inter-floor/House Shield	
Parent Orientation		College Awards and Competitions	
Your Arrival		Inter-College Sport and Cultural Competition	
Te Puna Student Accommodation Portal		College Events and Engagement	
Staying late at the end of the year		Sustainability	
Your Room	8	Illness or Injury	
Bedroom		Smoking and Vaping	
Electrical Appliances		Alcohol	
Room Security and Insurance		Noise and Alcohol Ban	
Heating in Rooms		Pets	
Smoke Detectors		Alcohol-free floors	
Room Checks		Key Contact List	
Room Furniture			
Common & Shared Areas	9	Hauora & Well-being	16-19
Bathrooms		Education and training Act Code of Practice	
Kitchens/Kitchenettes		Welfare	
Rubbish and Recycling		Positive Wellbeing and Self-care	
Main Common Room		Room Checks	
Dining Room		Concern for others	
The Local		Consent	
Music Room		Personal Safety	
Study/Tutorial Rooms		Loneliness and Homesickness	
Laundry		Addiction	
Gym		Support Services	
College Services	10-11	Emergency Procedures	20-22
Catering		Emergency Procedures	
Room Cleaning and Bed Linen		Evacuation	
Maintenance		Fire	
Security and Keys		Earthquake	
Bicycles and Bike sheds		College Lockdown	
Parking		Threat to life on Campus	
Postal Mail		Threat to life in College	
Lost Property		Pandemic Threat	
Sports Equipment and Board games			
AV Equipment		COVID	
Studholme Van		Illness, Accidents and First Aid	
Lift			
Ledges and Roof Spaces		College Rules and Guidelines	23-29
College Life	12-15	Behavioural Rules	
Living in the College		Community Guidelines	
Academic Support		University Policies and Procedures	
College Tutorials		Drugs Guidelines	
Orientation and Re-orientation		Alcohol Guidelines	
Noise and Quiet Hours		Weapons Guideline	
Communication		Visitors/Guest Guidelines	
Harmful Digital Communications		Noise and Alcohol ban periods	
Cyber Safety		Bullying, Harassment and Discrimination	
		Fire Safety Equipment	
		Accommodation Fees,	
		Early departure and liabilities of fees, Period covered by	
		College fees	
		Fee Arrears	
		Disciplinary Authority, Fines, Levies	
		Appeals and Complaints	

NAU MAI, HAERE MAI

Welcome

It is with a warm heart that I congratulate you on becoming a member of the Studholme College family. It is great to have you here and we hope that this will be a fun and successful year for you.

For most, this will be the first time away from home and some will be a little apprehensive about what to expect.

It is OK to feel this way. We have amazing staff who have travelled the road you have and are here to help and support with the adjustments. Some staff are still studying themselves and have lived in a College before, so you are in great hands!

Living in a community will also be a first for most of you and that can be a little weird. Sharing bathrooms with people you've never met before, meeting people from different cultures, eating different food and getting used to the academic challenges of University. Our students mahi hard to rise to these challenges and a whole lot of fun is had and friendships are made during the year.

We have great College spirit here at Studholme and throughout the year, we will be calling on your gifts and talents you have boasted about in your application, to help us in our inter-college Sports, Gaming and Cultural events with other Colleges. We need you to help us to succeed.

This is a great time to mix with the other Colleges and have a bit of fun, so have a crack if you can.

It is important to remind you all that our priority is to ensure that the Studholme environment is safe and conducive to academic success. Studholme College provides tautoko (support) to one another so that everyone achieves the best they can. You are an integral part of our College and we want to work together to ensure everyone is safe and successful.

You will need to read this booklet thoroughly as you will be required to sign a form to say you have read and understood its contents.

Please keep it with you so that you can refer to it as needed.

On behalf of the Studholme College whānau, we are excited to get to know you.

Please feel free to come and see us if you want to chat, if you need assistance or are worried about anything.

Ngā mihi
Johnny Nu'u | Warden
Studholme College



GENERAL INTRODUCTION

Nestled on the corner of Clyde and Dundas streets, Studholme College is owned by the University of Otago and is operated through the Director of Campus and Collegiate Life Services. The Tautiaki (Warden) is responsible to the University and reports to the Director for the administration of the College and the welfare of the residents.

At Studholme, we endeavour to provide:

- A comfortable, safe environment.
- A quiet place for effective study.
- A home where discrimination against students on the grounds of gender, religion, ethnicity or sexual orientation is unacceptable; as is any form of bullying, either physically, electronically or verbally.

Concern for others, care and support are important to us. We expect our students to take responsibility for their own behaviour and co-operate with the guidelines so that the College will be a happy and supportive community for all.

A brief history

Studholme College was established in 1915 in two old houses (where University College now stands) to provide accommodation for students attending the School of Home Science that opened in 1911.

It is named Studholme in honour of Colonel Studholme who worked for the establishment of the School of Home Science and personally endowed the first chair for it.

We accept students of all identifications from all faculties of the University.

The current 127 Clyde Street site was purchased in 1928 (now known as West Wing). 1961 was a big year for the College as it marked the unveiling of the completed main building. The subsequent decades saw the acquisition of houses behind the main building. As of 2023 our membership is 185 bedrooms.

Studholme has the distinct honour of being the first wholly University-owned College.

Your College staff

Your welfare and care is a priority for all college staff. The Warden, Deputy Warden and Assistant Warden with support from the Sub-Wardens, head the pastoral care team. Working alongside them are our administrative, catering, facilities and security staff.

Together we are here to ensure you make the most of your academic, cultural, social and active experiences offered by Studholme College and the University of Otago.

If you need any assistance, do not hesitate to call on us.

STUDHOLME COLLEGE

127 Clyde Street
Dunedin North
Dunedin 9016

Phone: (03) 479 5504
Duty phone: 021 286 2791
Email: studholme.college@otago.ac.nz

Studholme College reception office is located in the main foyer of the main building. Office hours are Monday – Friday: 8.30am – 5.00pm

All enquiries can be made at reception.



MEET THE TEAM



Liza Bergantino-Mitu
Deputy Warden
Hours: 2.30pm – 10.30pm
Days: Wed-Sun
Phone: (03) 479 5506



Leo Thompson
Assistant Warden
Hours: 2.30pm – 10.30pm
Days: Sat -Wed
Phone: (03) 479 5504



Joel Bartlett
Administrator
Hours: 8.30am – 5.00pm
Days: Mon-Fri
Phone: (03) 479 5504



Grant Hutton
Executive Chef
Hours: 8.00am – 4.00pm
Days: Mon-Fri
Phone: (03) 479 5507



Glen Miller
Facilities Co-ordinator
Hours: 7.30am – 3.30pm
Days: Mon-Fri
Phone: 021 827 720



Allison Kerr
Domestic Services Supervisor
Hours: 7.00am – 11.00am
Days: Mon-Fri
Phone: (03) 479 5504

OUR DOMESTIC TEAM

Our wonderful Domestic staff are on-site 7 days a week. They vacuum bedrooms undertake high-touch surface cleaning and clean the common and shared spaces. You will have a dedicated cleaner in your area so you will get to know them and they will get to know you as well! Be sure to say hello when you arrive. They generally work from 7am until 11am.



OUR CATERING TEAM

Our dedicated Catering staff are always up for a laugh and enjoy a bit of banter. They take tremendous pride in getting to know you, and you are encouraged to get to know them. They work 7 days a week to create tasty and nutritious meals for you to enjoy. Meal times are shown on page 10.



OUR SUB-WARDENS

These wonderful people are our senior students who live amongst you, providing support for you. They are your biggest cheerleaders and our after hours support. Being students themselves, they are a great source of advice on how to navigate University and Studholme.

ARRIVING AT THE COLLEGE

From day one and beyond

Academic Term Dates

Throughout the year there are key dates that need to be noted. This will help you to plan a trip home during a break or any other activities you may consider doing.

Semester	Description	Dates
Semester 1	First Term	Mon 19 February – Thurs 28 March
	1 st Mid-semester Break	Fri 29 March – Sun 7 April
	Second Term	Mon 8 April – Fri 31 May
	Study and Examinations	Sat 1 June – Wed 19 June
	Mid-year Break	Thurs 20 June – Sun 14 July
Semester 2	Third Term	Mon 15 July – Fri 30 August
	2 nd Mid-semester Break	Sat 31 August – Sun 8 September
	Fourth Term	Mon 9 September – Fri 18 October
	Study and Examinations	Sat 19 October – Sat 9 November

Your arrival:

We prefer that residents do not arrive before the College opens on **Saturday 17 February**. In the event that a resident has circumstances requiring them to arrive one or two days prior to the College opening, the cost to stay at the College is \$70.00 per night including meals.

If you are driving to Studholme College there are very few parking spaces available. We suggest you drop your belongings off at Reception, then find a park out on the street.

NO PARENTS OR VISITORS ARE PERMITTED TO STAY OVERNIGHT WITHIN THE FIRST TWO WEEKS OF THE COLLEGE OPENING

When you first arrive at the College you will be asked to Sign in and you will be given your room keys. Signing in or out is only required when arriving at the College, for the University mid-semester and mid-year breaks, and when departing at the end of the year.

Te Puna Student Accommodation Portal

Te Puna is our online tool to assist you while you are living in the College.

Te Puna has on it:

- **Accommodation** - Apply for accommodation.
- **Accounts** – View your account and make payments.
- **Maintenance** – Report maintenance issues.
- **Shopping Cart** – Purchase items and event tickets.
- **Time away** – Let us know if you are going to be away from the College by recording your departure and return dates. This includes temporary absence during semester time and semester break.

- **Self Service** – Request a late dinner.
- **Check out** – to record your leaving date at the end of the year

Please bookmark the following URL to Te Puna:

<https://college-accommodation.otago.ac.nz/StarRezPortalX>

Tips to settle into your new home:

Moving into a new place can be hard. To make it easier for you we have some helpful tips for you:

- Bring along plenty of familiar things or a taonga (something highly prized) from home (posters etc.) to decorate your room with.
- Please use Blu-Tak to stick up posters or pictures as you are not allowed to use cello tape or pins/tacks (except on the noticeboard).
- Walk around the buildings and introduce yourself to your new College residents.
- Find someone to go explore your new home and city with!
- Come and hang out downstairs to meet others and make sure you meet your Sub-Warden.

Staying late at the end of the year

Residents who are required to stay on after the College has closed in November, e.g. College of Education students on placement in Dunedin, are welcome to do so at a cost of \$35 per night. This charge does not include any meals. There are kitchen facilities available and residents will have to organise their own food. See below for 'period for college fees'

YOUR ROOM

Bedroom

When you move in to your room, we ask that you complete the inventory check. This will become extremely relevant at the end of the year when it is time for you to depart.

What Is Provided:

- Bed base
- Mattress
- Mattress protector
- Two sheets
- Pillowcase (**no** pillow)
- Duvet and cover
- Blanket
- Wardrobe
- Set of drawers
- Study desk
- Chair and lamp
- Bookshelf
- Pinboard
- Heater

You May Bring:

- New electric blanket
- Hair dryer, straightener, curler
- Personal electronic devices including headphones
- Extra bedding like your favourite duvet cover
- Blu-tak
- Umbrella (highly recommended)

You Must Bring:

- Personal Emergency Kit – more on this later.
- Pillow
- Towels

Do Not Bring The Following:

- Candles
- Incense sticks
- Heaters
- Oil burners
- Faulty electrical appliances
- Loud speaker systems
- Air Diffusers / air purifiers
- Vapourisers

Electrical appliances

It is a health and safety requirement that **all of your electrical appliances are checked and registered as safe by a certified electrical contractor**. Appliances are considered to be any items that are plugged into a wall outlet. You must have all items tested prior to, or once you arrive at the College. Technicians will be available at the College on a specified day to test your appliances.

Room security and insurance

We recommend that your bedroom door is locked when you are out and when you are asleep. You are responsible for the contents of your room, the College will not accept responsibility for loss or damage due to theft or accident. Residents are strongly advised to ensure that their possessions are adequately covered by an all risk insurance policy.

Heating in the rooms

Each room has its own electric heater that when switched on will heat the room until it reaches a certain temperature, after which it will need to be restarted. The houses each have heat pumps in the lounge areas and the rooms all have electric heaters with attached thermostats. **Please do not place furniture against the heater, nor use it to dry towels or articles of wet clothing. Additionally, do not attempt to circumvent the hardwiring that the heater is connected through.**

Smoke detector

Each room is fitted with a smoke detector which is extremely sensitive. As well as smoke, the following will also set it off: aerosol sprays, dust, water, hair straighteners, vapes and steam. **Please use aerosols and hair curlers/straighteners in the bathrooms.** It costs over \$1,400.00 for a fire callout. This cost may be passed on to the resident whose room was responsible for activating the detector.

Room inspections

We expect that you keep your room reasonably clean and tidy throughout the year. Failure to do so may result in disciplinary action. We will check your room at certain stages throughout the year:

- Prior to your arrival.
- Once per semester – we will notify you before this takes place.
- Prior to your departure at the end of the year.

Room furniture

We expect that any furniture that is in your room upon arrival will be present at the end of the year. Any swaps or changes of furniture must be approved by senior staff. No College property should be removed from the building.

Adhesives - No drawing pins, adhesive tape or glue is to be used on any doors or walls. Please use blu-tak to put up posters etc.

Room number and name tag - The room number and name tag on your door **should not** be defaced or removed.

The College reserves the right to change room allocations during the course of the year if it is deemed necessary. The Warden or delegated authority has the right of access, without prior approval, to any room at any time if the health and safety of any student at the College is at risk.

COMMON & SHARED AREAS

Bathrooms

There is a **bathroom** with showers, toilets and hand basins on each floor and in each house. These are cleaned daily, Monday to Friday. A bath in the West Wing bathroom is available for general use. **Please bring your own towels and toiletries, as they are not provided.**

Kitchens / Kitchenettes

There is a **kitchenette** with a microwave, fridge, electric jug, toaster, iron and ironing board on each floor. Each of the houses has a communal lounge and kitchen with similar equipment. The ovens in the houses are disconnected for health and safety reasons.

Rubbish & Recycling

The Studholme community aims to play its part in minimising waste where possible. Bedrooms do not have individual rubbish bins. All rubbish is to be placed in the method bins provided in the common area of each floor and house.

It is the responsibility of each floor to ensure that these rubbish bins are emptied regularly to the external rubbish collection areas outside of the building.

Main Common Room

Our spacious **Common Room** is located in the main building and provides

- Table Tennis table
- Pool table
- Foosball table
- Television with Apps (volume needs to be kept low after 10pm)

Dining Room

It is usually available to socialise outside of meal times. However, we ask you allow time for our catering team to clean up before and after each meal service before heading in or out.

Please treat this space kindly. Clean up after yourself and make sure the table, chairs and area is able to be used by others.

Coffee machines and filtered water are available throughout the day and evening.

The Local

There is a small lounge (The Local) adjoining the Main Common Room that also has TV with app capabilities. You may socialise, watch sports or movies, listen to music and host birthdays etc. in this room.

Music Room

Located in a room out the back of The Local, it has a piano and a drum kit and is available for the practice of any musical instrument throughout the day from 9am to 9pm. Please exchange your room key for the Music Room key at the Office. The level of noise from this room must be at a

comfortable level for surrounding rooms. **No Studholme instruments are to be removed from this room without permission.**

Study / Tutorial Rooms

West Wing Study: Named after its location, West Wing is upstairs directly above the Main Common Room. When not being used for tutorials, this area is also available as a quiet area for study.

Patricia Coleman Seminar Room: Located on the second floor above the Dining Room. It is available for residents to use as a study space when the room is not already being used for tutorials or other College related purposes.

Computer Room: Located on the second floor of the main building, it is directly opposite the Patricia Coleman Seminar Room. It has 1xPC and 1xMac and it also contains a university printer for your use. It is our third study space alternative.

Laundry

Main Building: Located on the Ground Floor of the main building.

Houses: Each house has its own washing machine and dryer. There is a **Drying Room** off the laundry in the main building and outdoor line space near the houses.

We expect residents to do their own washing, however up to two clean sheets and a pillowcase are provided weekly in exchange for your dirty ones.

Laundry tips from our Domestic team

- BYO washing powder and pegs.
- Label all clothing. Every year we donate several bags of unnamed and unclaimed articles to various charities.
- Do not put clothes on room heaters to dry.
- Soak clothing items in the laundry sinks only, not in bathroom hand basins or kitchen sinks.
- Set personal timers for your washing. Do not leave your clothing unattended longer than necessary as it may get mixed up with other people's clothing.
- At your own risk. Studholme College accepts no responsibility for any missing laundry items.

Gym

We also provide a space for exercise and physical wellness. This is open from 7am – 9pm and equipment includes:

- Elliptical trainer
- Treadmill
- Rowing Machine
- Excercise
- 3-in-one resistance machine (lat pull, seated bench press, seated row)
- Kettle bells
- Foam rollers

COLLEGE SERVICES

Catering

Our catering service is provided by Union Catering, the University's catering team. Meals will be served in the Dining Room at the following times:

	Mon to Fri	Sat	Sun
Breakfast	7:15am until 10:15am	8:00am until 10:30am	8:00am until 1:10pm
Lunch	12:00pm until 1:10pm	12:00pm until 1:10pm	11:30am until 1:10pm
Dinner	5:30pm until 6:10pm	5:30pm until 6:10pm	5:30pm until 6:10pm

The half hour before lunch and dinner service, the dining room will be closed to allow staff to prepare for meal service.

Special Diets

The Catering team are able to cater to most special dietary needs. Please note, however, that residents requesting special diets other than vegan, vegetarian or halal are required to provide a medical certificate from their doctor confirming this requirement.

Seconds

Seconds may be offered after 1:10pm and 6:10pm once all residents and staff have been served.

Early Meals or Late Lunch

If you require a late lunch please write your name in the diary at the back of the Dining Room by 11am on the day it is required. Late Dinners need to be ordered on Te Puna by 4.30pm each day. The meals are issued by the kitchen staff or the duty Sub-Warden and can be heated in one of the microwave ovens in the Servery or Dining Room.

There may be times through the year where mealtimes are temporarily changed at the direction of the Warden of the College (or delegated authority). We will give notice where possible.

Packed Lunches

Students who are unable to make it back to the College for lunch may have a packed lunch. Residents make their own lunches and items are available in the Servery area between 7.30am – 9.30am from Monday to Friday.

Drinks

There is a water filter provided in each of the floor and house kitchens. In the Dining Room there is a machine that makes fresh ground coffee and hot chocolates. There is also a selection of different teas available.

Toast Time

Toast and spreads are provided throughout the day and the evening.

Crockery or cutlery must remain in the Dining Room.

Room Cleaning and Bed Linen

The bathrooms and other common areas are cleaned regularly. Your cleaner will enter your bedroom at least twice weekly to vacuum. Staff at the College will give you information about the cleaners' schedule relevant to where your room is. Please help the domestic staff by making sure the room is tidy – their role is to clean, not to tidy.

Only bed linen supplied by the College is laundered by the College. A clean sheet is available on a weekly basis. Linen exchange days are listed on your cleaner's schedule

Cleaning Fee

Residents are required to leave their room in a tidy state at the end of the year. A cleaning charge will be placed on the resident's account if their room is left in an unacceptably untidy state.

Ways you can help our Domestic team

- Introduce yourself.
- Any bulky, heavy, wet or unpleasant rubbish should not be left in your room. It should be taken directly to the rubbish skip behind the kitchen.
- Do not leave empty bottles or broken glass in your room. Please take glass, cans, cardboard, etc. to the recycle bins in your area.
- *Condensation* - This may be a problem in some rooms in winter months, especially if you use a clothes airer to dry your washing. Please leave your top window open at the first notch to help fresh air to circulate. Your room will be warmer and healthier if you air it out, rather than if you leave it closed up with moisture inside.

Maintenance

During the year, please let us know quickly if any repairs are needed so they can be fixed as soon as possible. If your room or floor needs something fixed, file a maintenance request through Te Puna.

<https://College-accommodation.otago.ac.nz/StarRezPortalX>

By sending a request you understand and agree for someone to attend your bedroom/area of the building to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room whether this damage was caused by you or by your guests.

Security and Keys

Our after hours security service is provided by Allied Security. They work 7 days a week. They will regularly conduct a routine walk-through of the College and attend to any matters that are brought to their attention.

Security Cameras

We have security cameras operating for safety reasons and to deter theft. They are located in the: Laundry, Front and Back Doors, Common Room, Dining Room and our three

main study rooms (West Wing Study, Computer Room and Patricia Coleman Room).

Please do not rely on the cameras for complete security service. We encourage all residents to exercise common sense and sound judgement in looking after their own belongings.

Keys

You will be provided with keys when you arrive. They are made up of your **Bedroom key** and a **Magnetic key tag** that gives access through the main front and back doors when locked at night. If you live in one of the houses, the magnetic key tag will also let you into your house.

You must report any lost keys immediately. The cost of replacing lost keys is \$75.00 and is charged to the individual resident. Please be responsible in regard to your keys; we rely on all residents to co-operate in keeping our building and property safe.

After hours access

All of our external doors run on a timed system. This means at a certain point in the evening and morning they lock and can be accessed using the **magnetic key tag**. Our doors are normally locked from 9.00pm at night until 7.00am the next morning.

Our gates behind the main building are locked by security at 10.00pm and unlocked by College staff in the morning.

Bicycles and Bike Sheds

Bicycles are not permitted inside the buildings or houses. There is covered storage available in a garage on Dundas Street beside the entrance to the rear carpark and another on Forth Street at the entrance to the bottom carpark. Keys for these garages are available from the Office and there is a \$15.00 annual charge payable upon issuing the key. Bike shed users are required to return the key at the end of the year.

Parking

There is no parking available on Studholme property. Any cars parked in the grounds will be towed away at the owner's expense.

Postal Mail

Mail is delivered to the College every morning from Monday to Saturday. Staff will sort and place mail in the lettered boxes outside the Dining Room.

- **Parcels** are placed on the table in the foyer outside the Dining Room for collection.
- **Outward mail** can be handed in to reception. It will be collected every morning Monday to Friday. All mail

items must have the correct postage stamps attached. All parcels must have the correct postal and paid packaging.

Lost property

We have 2 locations where possible lost items are kept.

- Small and/or valuable – held in the Office.
- Items in the laundry in the main building – there are two boxes in the drying room where unclaimed items are kept.

Items that are left unclaimed at the end of the year will be donated to charity.

Sports Equipment and Board Games:

The College has a variety of **sports equipment** and **board games** you may borrow, including:

- rugby balls
- soccer balls
- tennis racquets
- cricket gear
- volleyball
- various board games – Chess, Monopoly, Scrabble, Risk etc.
- guitar – always available in the Main Common room

AV Equipment

We also have various AV equipment that can be used. We have fixed projectors located in the West Wing study and Patricia Coleman Room. We also have a portable projector which can be borrowed from the Office.

Studholme Van

The College owns a minibus that may be used for official College events such as sports, cultural activities, floor outings etc. The Sub-Wardens will usually drive groups of people to and from these events, by prior arrangement.

Lift

A **lift** gives access to all floors in the main building. The lift must not be used in the event of a fire alarm.

Ledges and Roof Spaces

All ledges and roof spaces are out of bounds - offenders will be fined.



COLLEGE LIFE

Studholme College is a vibrant and exciting place to live and hang out. There will be a wide range of things that happen which will make your experience extremely worthwhile and memorable.

Living in the College

Learning to live together will be a huge part of your experience! So here are some helpful tips:

- Learn people's names, it makes them feel special.
- Respect people's personal space, they will do the same for you.
- Clean up after yourself in common areas, a clean environment goes a long way.
- Be mindful when cooking and or preparing food, we all have different tastes.
- Think of others before making a lot of noise. While you may have a day off, someone else may have an assignment to complete.
- Remember to check in with each other, no one will be upset at you for simply asking "Hey, how are you going today?"

Academic Support

We endeavour to provide an environment that is conducive to academic excellence and a successful academic year. If you require academic assistance, please do not hesitate to reach out to any of the staff, who will be able to assist you in making the necessary arrangements.

We promote self-motivated learning. You are encouraged to create and join study groups, general or subject focused. The Sub-Wardens will assist in this wherever possible. We expect residents to attend lectures, tutorials and laboratory sessions for which they are enrolled.

College Tutorials

Supplementary tutorials are held on-site in addition to the University's formal tutorials in many popular subjects. Our Deputy Warden works very closely with Tutors to deliver as much academic support as possible. Tutorials are held in the evenings. Often extra tutorials are held closer to exam time. Subject need will determine our on-site tutorial programme. Where we are unable to provide certain subjects, we work closely with our fellow College Community to share resources.

Orientation and Re-Orientation Week

Each respective week is a fun and exciting time for our residents. We want to be as supportive as we can be while maintaining a reasonable level of safety and security. Below is a snapshot of what this means for the college:

- College meeting – The Warden will host a meeting at the beginning to outline Studholme College and what the year will bring.
- Daytime - Walking tours during the day to campus so that you know where to go for your first lectures.
- Afternoon / Evening – We host events on-site to build our community and offer opportunities for residents to get to know each other in different settings.

- Visitors – Generally visitors can visit. However we ask that they leave by 6pm. Should a visitor act in a manner contrary to our rules and guidelines outlined below, they will be asked to leave without delay.
- Overnight Guests – This will not be possible during the first two weeks of the year and the week of re-O week.

Noise and Quiet Hours

Due to the design of the College, sound carries very easily. Please be considerate of other residents' needs. Excessive noise is not acceptable at any time and the College should be completely quiet after 10:00pm.

We have quiet hours operating as follows:

- **Sunday – Friday: 10.00pm-9.00am**
- **Saturday: 10.30pm-10.00am**

In practice, this means that during the stated times the College should be quiet.

Please note that during the study and exam period at the end of each semester we implement a 24 hour noise ban. This means that all reasonable effort is made to reduce noise levels throughout the day.

Communication

Email - Please make sure that your email address is current and up to date on e-Vision. Important communication will be sent to you via your **student** email address. You should check your student email address at least twice a week for messages.

Ensure all communication sent to you is read as you might miss something important!

Phone numbers - Please make sure e-Vision is updated with your current NZ mobile phone number. There may be an occasion where we need to contact you quickly.

Notices - Notices are posted on College noticeboards and social media. Check these daily for any up and coming social events or any matter which may affect you and/or your friends or guests.

Harmful Digital Communications

Under the Harmful Digital Communications Act 2015 it is illegal to make a visual recording, on any device, of another person without their knowledge or consent, where the recording shows them naked or partially naked or involved in any activity (eg showering or toileting) that involves dressing or undressing. These are known as *intimate visual recordings* and are illegal even if they are not shown to other people or shared on social media.

Any allegation that a resident has made an intimate visual recording of another resident (or any other person) is likely

to be treated as serious misconduct and if proven is likely to result in termination of the resident's contract with no offer being made to rehouse the resident in another College.

Cyber Safety

Residents are expected to comply with University of Otago guidelines regarding internet and communications usage as outlined in the [Information and Communications Technology Regulations](#) available on the University of Otago website.

Residents are also required to comply with the University's Student Code of Conduct which states that students have the right to be safe and free from harm or intimidation in their interactions with others, including interactions via electronic media.

Negative Conduct

If you have seen behaviour that is concerning or would constitute negative conduct please report this to staff immediately using the duty number. Negative conduct may include (but is not limited to) verbal abuse toward another, taunting, peer pressure to do something they do not want, negative use of social media and more. Negative behaviour also includes disrespect of tikanga and other cultural practices such as (but not limited to) inappropriate use of college furniture from sitting on tables, dancing on chairs and tables, leaving hats and other items on the kai table. Any such behaviour will not be tolerated in the college.

Confidentiality

As a Resident you should be aware that study, behaviour, and health matters are not confidential to individual staff members, but to the staff team. You should expect that individual Sub-Wardens will share such matters with the College management team as necessary.

The Tautiaki (Warden) of the College has concern and responsibility for the whole College, and therefore all staff members consult with the Tautiaki (Warden) over issues with Residents. The Tautiaki (Warden) 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 were shared with a professional from the Student Health Mental Health and Wellbeing team or with other outside agencies. Staff, including Sub-Wardens, will treat all Residents' concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Tautiaki (Warden) or other members of the management team 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 or staff member; including Sub-Wardens
- there have been serious breaches of the University College guidelines or policies

- payment of accommodation fees is in arrears.

Semester and mid-semester breaks

During semester and mid-semester breaks, you can choose to stay in the college or go home. Regardless of your choice you can leave your belongings in your room. We strongly encourage that you lock your room and also secure all important or valuable items while you are away. For safety and security we restrict access to the college during the breaks. We also have a reduced meal time. We will send out information in the lead up to the breaks so that you know what is happening.

Student Voice

A critical part of living in the College is to ***"make your experience your own"***.

To achieve this, getting involved in our College in 'what we do and how we do it' is important. We strongly encourage you to get involved where you can at any given opportunity. From playing in a team through to supporting. All of it matters and will go a long way in making your year one that you will cherish for a long time.

Student Executive

Early on in the first semester each floor will elect a Representative. Soon afterwards, a President is elected. This group of people forms the Student Executive and will be your social and sports committee for the year. They will meet regularly with a senior staff member of College, and with the Warden as often as deemed necessary, depending on what events are coming up.

Representative committees support the college events and engagement programmes throughout the year. A good Committee generally means a ***"happening"*** year, so choose your rep carefully by considering someone who gets things done.

Presidential Election

The President Elect leads the Student Executive. Elections usually take place in the first few weeks of the College coming together. They are the person that will be the overall representative of the College.

The president will meet regularly with the Deputy Warden or Warden to discuss how the College experience is going from both the resident and staff perspective. They will work together to support and facilitate the College experience.

Floor Representatives

Floor Representatives are appointed at the beginning of the year. Floor Reps are a crucial part of Studholme College. They become the voice of the student body to the Warden regarding activities for the year.

Inter-Floor/House Shield

Inter-Floor/House Shield is competed for annually over a range of activities throughout the year. It all kicks off during O-week with events throughout the week. Points are also awarded through support and participation in non-

competition events such as volunteering and other occasions.

College Awards

Each year Studholme College presents awards to the residents who are considered to be:

- **Academic of the Year** - Awarded to the person attaining the highest grades in their mid-year examinations.
- **Greatest Contributor to Studholme** - The recipient of this trophy is judged by the Studholme staff across a number of different aspects of College life.
- **Sportsperson of the year** – Awarded to the person who has been regularly involved through our Inter-College competition.
- **Wordsmith Trophy** - Awarded to the person judged to have submitted the best piece of writing. There is no word limit and submissions can be any form of writing, i.e. short stories, poetry etc provided they were written in the current year.
- The Art competition prize is for an original piece of artwork of any genre created in the current year.

Inter-College Sport, Cultural and Gaming Competition

We participate in a vibrant inter-College programme of sporting, cultural and gaming events throughout the year in which all the Colleges vie to take out the title of overall inter-College Sporting, Cultural or Gaming Champion. There is a huge range of events and activities in the competition for everyone to get involved in.

It's not just winning that counts in the competition, there is a large emphasis on participation. Colleges also earn points just for taking part and it's not possible to be crowned Sport, Cultural or Gaming Champion(s) without taking part in all of the events.

College Events & Engagement

Throughout the year we will host on-site and off-site events and engagement opportunities that we encourage you to join in and be part of. Some events include:

- College Ball
- Ski Trip
- Formal Dinners
- Theme Dinners
- Garden Party
- Awareness weeks
- Theme nights – Retro, Back to School
- Enviro group
- Volunteering
- Charity Drives & so much more

Sustainability

The University of Otago is committed to making the University a sustainable place to study, work and live. We whole-heartedly agree with this commitment. We will continually look at ways where we can make an impact toward our sustainability goal. Current initiatives include reducing waste through rubbish and recycling, 'Mindful Mondays' in catering and the Community Garden on-site. We will also be looking at other initiatives during the year.

We invite all our residents to contribute where possible in seeking to achieve this goal.

Illness or Injury

Always contact a member of staff in the case of illness or injury no matter what time of the day or night. This may save a life. The Warden or a member of staff should be informed when students are unwell or have been injured so that proper care may be given. A **First Aid Kit** is kept in the Office and ice is available from the Kitchen.

Parents will be notified in the event of a Resident being taken to hospital.

Smoking and Vaping

The University of Otago is a smoke-free and vape-free campus. This includes all Studholme College buildings and grounds. Please ensure that you follow the regulations related to smoking and vaping both at the College and in the wider University area.

Alcohol

NOTE: Alcohol regulations may be revised in accordance with any legislative amendments to the Sale of Liquor Act.

You may drink **alcohol** quietly in your bedroom with your friends. If there is a special occasion (e.g. a birthday) that warrants a group gathering please book The Local. You must be a responsible host and have adequate food at these functions.

Noise and Alcohol Ban

A noise and alcohol ban is put in place two weeks prior to the start of each examination period in an endeavour to provide a quiet and settled environment that is conducive to study. Any student making excessive noise or being found with alcohol and/or intoxicated will be reprimanded by the Warden.

Pets

Cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards and any other animals may not be kept by Residents as pets, nor may they be housed, encouraged or taken into buildings. Well behaved goldfish (of the cold-water variety) may be kept in a small fish bowl. For Health and Safety reasons electrical equipment and attachments (including but not limited to filters, heaters, pumps) to the fishbowl are not permitted. Aquaria are not permitted.

If you have a service animal, please contact the Student Accommodation Centre upon completing your Accommodation Application to discuss your requirements.

Alcohol Free Floors

From time to time we may have floors or houses designated as alcohol free. Where this occurs, no alcohol is to be consumed in these spaces. Students are welcome to enjoy a drink elsewhere in the College, but not in the areas designated as alcohol free.

Key Contact List

Studholme College*	
Johnny Nu'u Warden	(03) 479 5505 021 279 5505
Lisa Bergantino Mitu Deputy Warden	(03) 479 5506 021 279 5506
Leo Thompson Assistant Warden	021 279 0082
Joel Bartlett College Administrator	(03) 479 5504 Main phone line
Grant Hutton Executive Chef	(03) 479 5507
Glen Miller Facilities Co-ordinator	021 827 720
Duty Phone	021 286 2791
University of Otago services*	
AskOtago	(03) 479 7000 0800 80 80 90
Student Health	(03) 479 8212 0800 479 821
Student Counselling	(03) 479 4324
Campus Watch (Security)	(03) 479 5000 0800 479 5000
Other services	
Urgent Doctors	(03) 479 2900
Urgent Pharmacy	(03) 477 6344
Rape Crisis	(03) 474 1592
Youthline	(03) 477 1234
DCC Noise Control	(03) 477 4000
Dunedin Taxis	(03) 477 7777
Citizen's Advice Bureau	(03) 471 6166



HAUORA & WELL-BEING

We care about your physical, mental, emotional, social and spiritual well-being. It is important that we offer guidance in managing any challenges that you may face.

Education and Training Act Code of Practice

Studholme College provides services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

<https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/>

Welfare

Studholme College staff are able to support you in all manner of things that may come your way during your stay with us. We consider our staff team to be safe, well trained, and experienced in all manner of life circumstances.

If you need help, are not sure where to get help, or just want to talk about something that has happened to you, or you would like to talk about something that you are worried about, feel free to talk with one of us.

Of course we also always welcome a good old chat, so don't be afraid to drop in to see us for a catch up about nothing in particular.

Positive Wellbeing and Self-care

When we think of success in a University setting, we often think of academic success alone, without pondering the individual life success stories that help lay the groundwork for wider academic success. These personal success stories are set against the background support provided by the College, and its staff. This support and guidance can best be described using Te Whare Tapa Whā the four cornerstones of Māori well-being.

Taha hinengaro, mental and emotional well-being. College staff are available for onsite support 24 hours a day through floor Sub-Wardens and Wardens who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas. Guidance, individual check ins, and tools for successful living are provided. Mental health services are readily available, backed up by support networks and structures, whether they be in person, by phone, or online.

Taha whānau, social wellbeing. Encouraging those who attend the College to actively engage in the social aspects of College Life, getting to know others, forming friendships and bonds and participating in the many regular social activities the College provides.

Taha tinana, physical well-being. Physical well-being starts in the kitchen, with the College providing healthy and nutritious meals, working with those students with dietary requirements to create meal plans for everyone. Healthcare for everyday bumps, bruises and colds are provided by first

aid trained pastoral staff at the Colleges, with further professional health care provided through Student Health and associated University and Community Health Care providers. Provision is also made for assisting those with physical or mental disabilities, from providing wheelchair access to a location, through to study notes from Disability Information and Support and beyond. Physical wellbeing also encompasses the provision of opportunities for physical activity, with College staff actively providing regular sporting, recreational, and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the Colleges, and through University teams, clubs, societies and groups. Physical security is also available 24 hours a day at Colleges and on campus through Campus Watch, the Proctor, and through security and staffing provided directly at the College.

Taha wairua, spiritual well-being. Colleges are multicultural, and socially and religiously diverse, and as such there are a range of support services and guidance available to students, from the Māori and Pacific Island Centres, through Chaplaincy Services, to OUSA LGBTQIA+ support and guidance.

From the moment students first walk through the College doors they are made to feel welcome and included in daily life at the University of Otago. Great emphasis is put on providing a safe, inclusive, and transparent environment where students have ready access to information and guidance on their rights and responsibilities. Comprehensive services and avenues for sharing and problem-solving provide the opportunity for self-care, to maintain personal health and well-being and to ensure that their safety is maintained during their stay at any one of the University of Otago Colleges.

Room Checks

If a staff member has serious concerns about your wellbeing and safety or that of other individuals likely to be in your bedroom, a Welfare Check will be done whereby a staff member will visit and enter your room.

Routine checks are carried out during the year for maintenance, or other reasons but you will be given at least 24 hours notice before the room is entered.

Concern for others

There are times where you might be worried or concerned about a fellow resident, friend or community member. We encourage you to start a conversation. You don't need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps*:

1. **Ask R U OK?**
2. **Listen**
3. **Encourage action**
4. **Check in**

*Taken from <https://www.ruok.org.au/>

We encourage you to contact any staff member if you are worried about anyone or you have not seen anyone for a while. You can do this by:

- Speaking to the on-call staff member
- Calling our 24/7 duty number: **021 286 2791**
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: studholme.college@otago.ac.nz

Consent

In all relationship matters it is essential that mutual respect and consent is followed by both parties. All Residents of the College must be very clear on the meaning of sexual consent. Complaints of sexual activity without consent will be treated as serious misconduct and investigated in line with the University's Sexual Misconduct Policy and/or the NZ Police. <https://www.otago.ac.nz/administration/policies/ota-go711781.html>

The following are very good guidelines.

- **Consent must be CLEAR.** The absence of a no does not mean yes. Silence is not consent. No means no.
- **Consent must be COHERENT.** People who are asleep or incapacitated by drugs or alcohol cannot give consent.
- **Consent must be WILLING.** It is never given under pressure, whether that is emotional or physical manipulation or threats being used.
- **Consent must be ONGOING.** If someone consents to one sexual activity, that doesn't mean consent to all activities.

For more info about consent

During the first weeks of the College year Te Whare Tāwharau will come to the College and provide the CommUNITY102 workshop. This is a workshop designed with first years' in mind, to explore ideas about relationships and to learn skills to create a community that looks out for everyone.

By taking the time to learn about consent and to consider your values, you are saying that you value having a community that everyone thrives in.

You may find these of use for further information about consent:

- <https://www.youtube.com/watch?v=oQbei5JGiT8>
- <https://www.areyouok.org.nz/>
- [Male Survivors \(toah-nnest.org.nz\)](http://MaleSurvivors.toah-nnest.org.nz)
- <https://thewalrus.ca/what-consent-means-in-the-age-of-metoo/>
- <https://www.theglobeandmail.com/opinion/meto-o-young-men-and-consent/article37341952/>

Reporting

The University of Otago's sexual violence support and prevention centre is called Te Whare Tauwharau. They offer free, confidential support for any student who needs assistance and are available for walk-ins and phone support.

<https://www.otago.ac.nz/te-whare-tawharau>

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain you are encouraged to seek help and support. You can approach any member of College staff who will treat you with respect and care. A staff member may encourage you to seek additional assistance from the College management. You may also wish to contact a support agency.

- Te Whare Tāwharau - 0800 479 379
- NZ Police - 111
- OUSA - 03 479 5332
- Student Health - 03 479 8212
- Healthline - 0800 611 116
- OCASA Dunedin - 03 474 1592
- Male Survivors Otago- (03) 425 8018
- Youthline - 03 477 2461

Personal safety

New Zealand has an international reputation as a safe and friendly country, but you should still take all the security precautions you would take anywhere in the world. Here is some useful and important advice you should follow:

Make sure you keep your keys on you

You will have received a room key and a magnetic key tag which gets you into the College after hours.

You are strictly prohibited from lending your keys to anyone else. If you lose your keys and do not report this, it puts the security of the College at risk. If you lose your keys, replacements will need to be ordered and paid for. Staff will help any residents who lock themselves out of their room.

Essential safety advice

For your own peace of mind, make it a habit to lock your door whenever you're out of your room. If you are walking home at night, go in a group and keep to well-lit streets or take a taxi instead.

If you are unsure about your safety, dial 111. If you are within the University precinct area and need assistance you can contact Campus Watch on 0800 479 5000. Campus Watch is a diverse group of people readily available to offer assistance and advice to students when or wherever it is required.

Loneliness and homesickness

Loneliness and homesickness can affect any student during their academic year. By choosing to live in a College, you have already chosen one of the more effective strategies to deal with loneliness and to succeed at your studies. However, it can be easy to feel isolated even in a community. Here are some strategies that may help you overcome loneliness:

- Sit in a common room, not in your bedroom. Watch a little TV and take the opportunity to meet others.
- Invite others to eat with you. One of the biggest concerns for new residents is who are they going to eat with. If you go to the Dining Room alone, mix with people already there.
- It is expected that you will eat all your meals in the Dining Room.
- Get involved with organised activities, attend the meetings and look out for flyers or posters that announce events.

Talk to one of the Sub-Wardens or the Deputy Warden if you continue to feel lonely. They may not be able to fix the problem for you but they will be happy to listen and give you suggestions of where to go to find the assistance to help you. There are also professional counsellors at the University of Otago campuses who are able to help.

Addiction

In your first year you will be exposed to many new things that you may not have otherwise had, seen or experienced at home. In other cases, it may have pre-existed, however with a new found freedom, it may spiral out of control.

Addiction is when you no longer have control over doing, taking or using something to the point that it is causing harm to you or those around you.

Anything you use a lot of and all the time (compulsively and obsessively) to ease tension or enhance your mood can become addictive.

Common addictions include:

- alcohol
- cigarettes (tobacco)
- P (meth), cannabis and other illegal drugs
- prescription medicines
- gambling
- gaming and social media
- work and study
- sex and porn.

Addiction is considered a mental illness and can be treated similarly to other mental illnesses with therapy, medication and lifestyle changes.

It is important to keep in mind that **addiction is a treatable condition. Recovery is possible.**

There are service providers that may be able to help you through such situations:

- University Student Health: 0800 479 821
<https://www.otago.ac.nz/studenthealth/index.html>
 - Alcohol and Drugs helpline: 0800 787 797
<https://alcoholdrughelp.org.nz/>
 - Gambling helpline: 0800 654 655
<https://gamblinghelpline.co.nz/>
 - Quitline (Smoking): 0800 778 778
<https://quit.org.nz/>
-



Support Services

AskOtago	0800 80 80 90 (03) 479 7000	https://ask.otago.ac.nz/
Campus Watch	(03) 479 5000 0800 479 5000	www.otago.ac.nz/proctor/campuswatch/
Career Development Centre	(03) 479 8244	www.otago.ac.nz/careers/
Chaplains	(03) 479 8497	www.otago.ac.nz/chaplain
Disability Information and Support	03 479 8235	www.otago.ac.nz/disabilities
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	www.dunedinurgentdoctors.co.nz/
Healthline	0800 611 116	
International Office	03 479 7000	www.otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	www.lifeline.org.nz/
OCASA Dunedin	03 474 1592	www.ocasa.org.nz/
OUSAs- Support	0800 12 10 23	www.ousa.org.nz
OUSAs Club and Socs	03 479 5960	www.ousa.org.nz/clubsandsocs
Pacific Island Centre	03 479 8278	www.otago.ac.nz/pacific
Social Impact Studio	03 479 8631	www.otago.ac.nz/social-impact-studio
Suicide Crisis Helpline	0508 82 88 65	
Student Health	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
Student Learning Development	03 479 8801	www.otago.ac.nz/hedc/students/
Te Huka Mātauraka (Maori Centre)	03 479 8490	www.otago.ac.nz/maoricentre
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	www.otago.ac.nz/te-whare-tawharau/
Unipol/ Recreation Services	(03) 479 5888	www.otago.ac.nz/recreation/
1737 – A free 24hour counselling service	Text or call 1737	1737.org.nz



EMERGENCY PROCEDURES

Emergency Preparedness

For emergency preparedness you must have a small personal emergency kit (grab bag) that is kept in your room as per the following recommendations:

Minimum 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
- Small plastic bags
- Whistle and light sticks
- Copies of important documents

Evacuation

Evacuation notices are posted in the Main Building, West wing and the six (6) houses. Please read these and take note of instructions given by the staff at the beginning of the year. In the event of a fire or if the fire alarm sounds, You **MUST** leave the building and:

Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.

Put on shoes and leave your door unlocked but closed

Leave the building using either the stairway or the fire exit.

Do not use the lift. *(as appropriate for the College)*

Assemble with other residents of your floor/house/ stairwell at the designated meeting area.

Staff and/or Emergency Services will check your rooms/houses after you have vacated them.

Do not re-enter the building until staff advise it is safe to do so.

Staff are trained fire wardens and it is important that you follow their direction.

Fire

Smoke and heat detectors, fire hoses and fire extinguishers safeguard the College. This equipment is only to be used in an emergency. Fire evacuation drills will be held at least twice a year and everyone should get to know the escape routes.

If you discover a Fire:

- Operate the nearest fire alarm call point

- Ensure the Fire Service is called on 111, tell them:
- Name and address: Your name and Studholme College, 127 Clyde Street, Dunedin
- The nature of the emergency
- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building

Evacuating from the main building

- **In the main building the exit routes** are through the fire doors at the northern end (Dundas Street) of the building, and down the external fire escape. **DO NOT USE THE LIFT.**

Evacuating from West Wing

- **West Wing residents** go downstairs and out the main front door or, if the stairs are blocked, proceed via the alternative Fire Exit through the West Wing Study window that faces towards the main gates.

Evacuating from the houses

- **Residents in the houses** are to exit via the most accessible door.

ASSEMBLY AREA

- **Assemble on the front lawn** of the main building (for those in houses, access around the end of the main building).
- Wait on the lawn until the Fire Brigade and College Staff deem it is safe for you to return into the building.

The misuse of fire protection equipment is viewed seriously and may result in a heavy fine – \$250.00 plus additional replacement cost of any repairs.

Any malicious Fire Alarm involving a Fire Brigade call-out is costly (over \$1,400.00) and the offender will be expected to cover this cost. Removal of a smoke detector will initiate a callout requiring a technician to reset the fire system at a cost exceeding \$300 that will be passed on to the resident.

Earthquake

DROP down onto your hands and knees (before the earthquakes knocks you down). This position protects you from falling but allows you to still move if necessary.

COVER your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it is that you will be injured by furnishings that become flying debris during the shaking. Practice drop, cover, and hold 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.

College Lockdown

In some emergency situations, it may require the College to lockdown. Should this occur, the risk will determine prevailing actions:

Threat to life on campus:

- The College will be locked down
- All curtains will be closed
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops
- Move away from all windows and/or doors
- Move to higher floor where practicable
- Remain quiet
- Follow the instructions of Senior staff
- Await instructions from Emergency Services

Threat to life in the College:

Run – Hide – Fight

RUN – to a place of safety

Have an escape route and plan in mind

Leave your belongings behind

Keep your hands visible

HIDE – if unable to run from the area, hide

Hide in an area out of the shooters view

Block entry to your hiding place and lock the doors

Silence your cell phone

Turn off lights, radios, computer monitors

Fight

As a last resort and only when your life is in imminent danger

Attempt to incapacitate the shooter

Act with physical aggression using whatever items you can, throw items at active shooter or try and overpower them.

Pandemic Threat:

The University will follow Government advice and guidelines in the event of outbreaks or changes in alert levels.

Masks: The mask wearing mandate in health care settings have been lifted, but the University requests that if you have symptoms of a cold or flu that you stay home or wear a mask for the protection of others. Clinical areas will have their own instructions to follow. They can also be worn by those who feel more comfortable doing so and we would ask that decision to be respected by our community.

Standard withdrawal policy applies should you choose to withdraw from your residential agreement.

COVID

During the COVID-19 pandemic Studholme College will remain open unless closed by the Ministry of Education.

It is imperative at all levels that you advise a staff member when you are feeling unwell and if you have COVID-19 symptoms we strongly encourage you to seek a COVID-19 test. You should follow the medical advice you receive and isolate in your room until your negative test result is returned to you. When you are isolating a staff member will deliver your meals and check on you. Should you need anything whilst in isolation contact the Duty Phone on

021 286 2791

Studholme College will act in accordance with up to date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit:

<https://www.otago.ac.nz/coronavirus/>

Illness, Accidents and First Aid

If you are ill you should report this promptly to a member of staff. They will assist you where appropriate, especially if you need medical attention.

It is important to seek assistance for medical conditions before they become too serious, as illness can spread very quickly in a group living situation.

If you are involved in any form of accident or injury on-site, you must let a member of staff know promptly. Staff have undergone first aid training and can help with injuries on-site.

After the event you will be required to fill out an incident report which is forwarded to the University Health and Safety department. This is an Occupational Health and Safety requirement.

If you call an ambulance for any reason, inform staff immediately so that we can ensure paramedics have access to the building and can be directed to the right area.

The University of Otago's Student Health and Counselling Service is also available to you from 8.30am to 5pm, Monday to Friday. It is best to phone 0800 279 821 for an appointment. Outside of these hours residents are advised to contact:

Dunedin Urgent Doctors and Accident Centre

18 Filleul Street, Dunedin

Open Hours: 8.00am – 10.00pm (7 days a week)

Phone: (03) 479 2900

Healthline:

Phone: 0800 611 116

Mental Health Support: Free call or Text 1737





COLLEGE RULES AND GUIDELINES

Every community requires some rules in order to protect the rights of individuals and to ensure a stable environment. The College will endeavour to keep formal rules to a minimum with the expectation that residents will behave in a responsible and considerate manner for the good of the community as a whole.

Behavioural Rules

- You are expected to respect the rights of others in the College and act in a supportive and responsible manner.
- You must not act in an insulting or threatening manner towards residents or staff.
- You may not enter another resident's room without their express permission.
- You must follow all reasonable instruction and direction given by staff in the performance of their roles
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings.
Note: In the clause 'party' includes any resident who in any way aids, assists, counsels, procures or encourages another to commit an offence under the rules.
- As well as being responsible for your own behaviour, you are accountable for the behaviour of any or all of your friends, partner and guests. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the College.
- Any criminal act will be reported to the Police.

Community Guidelines

- Observe the **quiet hours**. (see alcohol guidelines)
- It is the right of everyone to have quiet for sleep and study.
- **Respect** the College and its property.
- It is your home for the year.
- **Smoking & Vaping** is not permitted in any of the College buildings or anywhere in the grounds.
- All **fire door stays and fire doors** must not be interfered with in any way without express permission from Senior management.
- **Protective Fire Equipment** is only to be used for legitimate purposes.
- **Candles, oil burners, air purifiers and incense sticks** are not permitted.
- They are a fire hazard AND SET OFF THE SENSITIVE SMOKE ALARMS.
- The use of **scooters, skateboards and rollerblades** is prohibited within the building.
- **Fireworks** are not permitted within the College or grounds.
- **No business or commercial activity** may be operated within the College without the express permission of the Warden.
- No pets are allowed at the College.

Breaches of these basic rules will incur disciplinary action relative to the seriousness of the offence.

University Policies and Procedures

As a University of Otago student you have agreed to abide by the University's policies and procedures.

Among key documents, there are three key documents for consideration while staying in the college:

- **Code of Conduct** – The purpose of the Code of Student Conduct is to promote the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding. To this end, the University expects that students will not engage in behaviours that endanger their own or others' safety and well-being. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.
- **Ethical behaviour Policy** – The purpose of this policy is to promote ethical interactions between members of the University community and to provide an environment of safety, respect and dignity so members can participate fully in all aspects of University life.
- **Student Charter** – The University is committed to scholarship through excellence in teaching, research and service and to the provision of a stimulating campus environment for the development of lifelong learning skills.
The purpose of the Charter is to advance those aims, to acknowledge the University's commitment to the Treaty of Waitangi and to promote good relations between the staff and administration of the University and its undergraduate and postgraduate students.

The University reserves the right to pursue through its disciplinary procedures matters that are also being, or may also be, addressed by the legal system or under any of the above-mentioned University policies.

For more information:

- <https://www.otago.ac.nz/proctor/otago670687.pdf>
- <https://www.otago.ac.nz/administration/%20policies/otago003161.html>
- <https://www.otago.ac.nz/about/otago005275.html>

Drug guidelines

Illegal Drugs

The University has adopted a zero tolerance policy in respect of the possession, use or distribution of illegal drugs by members of its Colleges while on University property or while attending a College event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract will automatically be terminated by the

Tautiaki (Warden), but this sanction may be reviewed through the appeals process below.

The process to be followed in relation to any specific incident shall be appropriate to the nature of the allegation involved and the range of penalties under contemplation, provided that in any process the Resident shall be entitled to be fairly informed of the matter of concern, and shall have the opportunity to provide a response or explanation before any penalty is imposed.

Where a Resident faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Resident to remain in the College while the matter is considered, the Tautiaki (Warden) may suspend the Resident from the College until the process is complete. In such circumstances, the Resident may be offered accommodation at another College but shall not be entitled to such an arrangement being made.

Where any sanction is imposed by a person other than the Tautiaki (Warden), the Resident shall be entitled to have that sanction reviewed by the Tautiaki (Warden). For further information on how to appeal any sanction, please refer to the appeals process (page 28 of Handbook).

The Director may determine any appeal as they think 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 Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

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 your prescribed medication or over the counter products in your possession. The only 'legal substance' that we allow to be used at Studholme 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, and the presence of drug utensils and/or drug related paraphernalia within our community or grounds will not be 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 Studholme 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.

Alcohol guidelines

Alcohol in glass containers may be banned should they become a problem, e.g. broken glass, or bottles not being taken to the recycling bins.

The basic rules are:

- 18 years and over are allowed to drink. Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the Studholme College community. Any Resident found to be in breach of this condition may face disciplinary action. Any person supplying alcohol to any Resident in this category will also face disciplinary action
- The **maximum** you are allowed at one time to purchase and have in your room is a box of 15 standard cans OR 2 bottles of wine OR one bottle of spirits.
(This amount of alcohol is not to be interpreted by students as the sanction amount of alcohol you have to consume at one sitting).
- All alcohol must be consumed in moderate amounts for one person.
- No **kegs**, no **crates**, no **goons** and no **casks** are allowed in the College.
- Alcohol drinking on College premises is to stop at 10:00pm (quiet time).
- All group gatherings to disperse or be out of the College by 10:00pm (quiet time).
- Any anti-social behaviour associated with the use of alcohol is not acceptable.

Anti-social behaviour includes behaviour that would otherwise cause or lead to physical or psychological harm to residents and the College property. Examples include (but not limited to) drinking games, excessive drinking, 'court' sessions.

For more information about safe drinking, please visit:

- <https://www.alcohol.org.nz/help-advice/is-your-drinking-ok>
- <https://www.drinkaware.co.uk/advice/staying-safe-while-drinking>
- <https://www.hellosundaymorning.org>

Weapons guidelines

Firearms, archery equipment, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at the College under any circumstances. This includes any type of air rifle, including BB guns and spear/snap guns.

Any Resident (or guest) who brings any item deemed by the Tautiaki (Warden) to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from College property.

The Proctor's Office has a Police approved firearm storage facility. This is for "A" category firearms only. Firearms must

be personally brought into the Campus Watch office for storage. Courier delivery will not be accepted. Students are required to produce their firearms licence when dropping off or uplifting their firearms. There is no cost for this service and students can uplift their stored firearms 24/7, provided 24 hour prior notification is received. Water pistols, if kept, must be brightly coloured plastic. These may not be used near or inside buildings and we reserve the right to remove permission for use at any time.

Visitors/Guests guidelines

Visitors are welcome but must be the guest of a current resident or staff member or be on official business with the University.

- Residents not wishing to see a particular person should advise the Office staff.
- If you are being harassed by anyone please notify senior College staff.
- Your visitors are your responsibility. Please inform them of the College rules, especially regarding alcohol. They are not to wander in and through the college on their own. They must be accompanied by you in the college.
- Visiting hours finish at 10pm at which time all visitors must vacate the College.
- All visitors must act in accordance with standards, rules and guidelines set out in this document.

Guest to stay the night:

Complete a visitor's form at the Office if you want to have a friend to stay overnight. Any resident having a visitor staying for more than three nights should see the Warden or Deputy Warden first for permission.

- **For health and safety reasons, only one guest visitor is allowed per night, per resident.**
- In the event of an emergency, it is essential that we know how many people are in the College.
- The cost to have a guest stay the night is \$20.00. Breakfast is included in this cost. Sunday brunch is an additional cost and is charged as a lunch. A foam mattress and bedding pack can be provided, when available.
- Unauthorised overnight guests in the College are treated seriously. The offending resident(s) will be subject to further disciplinary action.
- The opportunity to have a guest is a privilege and not a right, and the Warden or Deputy Warden may, in the interest of the College, decline applications.
- **No visitors are permitted to stay overnight within the first two weeks of the College opening.**
- **No visitors are permitted to stay overnight during the first week of Semester 2 commencing.**
- **No visitors are permitted to stay overnight during the weekends (or the days either side of) St Patricks Day or Hyde Street Party.**
- **No visitors are permitted to stay overnight at times of significant events without express authorisation from the Warden or Deputy Warden. Significant events include (but not limited to) test matches, music festivals and other large events at In the north Dunedin area**

Partner Pass:

Residents may apply for a Partner Pass which enables a partner to stay a maximum of 2 nights per week. Partner Passes cost \$50 per semester and can be applied for at Reception. The partner pass does not include any meals.

Noise and Alcohol Ban periods

At certain times of the year, there will be a noise and alcohol ban in place. This means the following:

Noise

- All effort must be made to reduce noise to a minimum. It is **strongly encouraged** headphones or ear pods are used to listen to music.
- Extra restraint must be taken when talking or communicating with others in corridors or in bedrooms. This is particularly important after hours.
- Any activity that may create unreasonable noise must be moved to the Main Common Room or the Dining Room. Such activity may include group study.

Alcohol

- Alcohol is not to be consumed in bedrooms or common spaces.
- The Local is the only place in the college where you are permitted to drink.
- Alcohol may be kept on-site in bedrooms. However these items may be confiscated should any breaches occur during this period.

Guests

- No overnight guests will be permitted to stay.
- Visitors will also need to abide by the noise and alcohol ban rules. They may be asked to leave should they be breached.

Bullying, Harassment, Discrimination and Anti-social Behaviour

The Studholme community aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of anti-social or malicious behaviour.

- Bullying is any repeated unreasonable behaviour that is directed toward a person, or a group of people, that can lead to physical or psychological harm. This includes cyber bullying.
- 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.
- We will not accept any form of behaviour that harms, causes concern or violates a person's dignity through: bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

- Any proven incident of harassment may result in the offending resident being excluded (termination of residency) from the College.
- Studholme College is an inclusive community and any discrimination against another resident because of gender, age, ability, nationality, sexual orientation, religious affiliation or any other reason is considered as unacceptable behaviour.

If you feel you have been subjected to any of the behaviour listed above, we recommend you take the following steps:

- make sure you are safe
- talk with a staff member to decide if you wish to make a complaint
- seek advice and get support from a staff member
- or you can check out the other support services available at the University of Otago at: <http://www.otago.ac.nz/services>

We also expect that you will undertake to uphold and maintain a standard of good conduct in or at all other University of Otago residential colleges. You can expect that any behaviour or conduct that raises concern or is deemed inappropriate while present at any other University of Otago college will duly be reported to us. This may initiate a conduct process, as outlined.

Fire Safety Equipment

All bedrooms are fitted with smoke alarms. For fire safety reasons additional kitchen appliances, dehumidifiers, heaters or any other homeware appliances are not permitted within Studholme College. For the same reason candles, incense, burners or any other item that has or requires a naked flame are not be used within any College bedroom, common space or corridor.

The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency NZ regulations and will be treated as serious misconduct by the College. The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms.

False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out and this may be charged to the Resident, whether malicious or accidental.

ACCOMMODATION FEES

You have a contract with the College. On acceptance to the College, an account will be established for you and your account will be charged according to the payment option you have selected. Invoices will be sent for accounts with upfront or quarterly instalments. Residents choosing a

weekly payment option must have a automatic payment set up in time for the first payment. Your account balance can be accessed via Te Puna, an account statement can be requested, and messages will be sent regarding upcoming and overdue payments. College administration staff will assist with any queries you have about your account.

EARLY DEPARTURE AND LIABILITY FOR FEES

In the event that you leave the College prior to the end of the academic year, you are still liable for payment of your fees as per the conditions of your contract found at <https://www.otago.ac.nz/accommodation/apply-for-accommodation/terms-and-conditions/index.html>

Please read the General Conditions of Residence in a University Managed Residential College for further information about fee liability and a \$500 penalty fee that may be applied in the instance of early termination of the contract. Please note that should several residents leave the College prior to the end of their contract, a replacement resident is deemed to fill the place of the first, or next person to have vacated the College, regardless of which room this replacement resident moves into.

Where it is necessary, as a result of exceptional or unforeseen circumstances, to withdraw from College during the academic year, you must immediately give written notice of intention to withdraw to the Warden. You may be asked for any relevant supporting documentation that confirms your situation. Residents who are considering withdrawal from their programme of study are advised to meet with the Warden to discuss the situation. The Warden has discretion to apply for a waiver in cases of severe health problems, bereavement or other serious challenges. Academic failure or a desire to change your living situation are not normally grounds for release from your contract obligations. If you are thinking about leaving the College you must see the Warden as soon as possible to discuss the situation. Any and all decisions related to contract release are decided by the Campus and Collegiate Life Services divisional office.

Reasons for possible release consideration are:

- Serious physical or mental health and well-being
- Bereavement
- Serious family crisis or emergency
- Other serious and unforeseen circumstances which prevent study continuation

Where a contract is terminated by the University, the account will be finalised and any refunds due to the resident will be actioned in a timely manner following University policy and procedures.

PERIOD COVERED BY COLLEGE FEES

Residential fees cover the period Saturday 17th February 2024 through to 24 hours after your final second semester examination, or as agreed by the Warden. If you arrive before opening day or leave after the final day of your contract, you will be charged for extra days. No refund or reduction is available in respect of any period of absence from the College during any of the period of residence, unless specially mandated by the University with regards to

specific events. Subletting your room is prohibited, as is having guests stay in your absence.

FEES ARREARS

The University Fees Statute 2011 applies in respect of amounts due under this contract. The failure to make payment of any amounts due may have the consequences described in section 6.1 of the Statute. Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor). Should the problem persist, the Warden is required to notify the University. In this instance any person in arrears may:

- incur additional fees as prescribed by the University Council;
- be excluded from classes, and/or from re-enrolling until the debt is cleared;
- have the final award of qualification withheld by the Council;

- have any official record or results withheld and may not be issued with an official transcript;
- have access to the means of changing course withheld;
- have access to course materials, including materials provided electronically and other University resources and services, withheld.

Please refer to

<https://www.otago.ac.nz/administration/policies/otago003199.html>

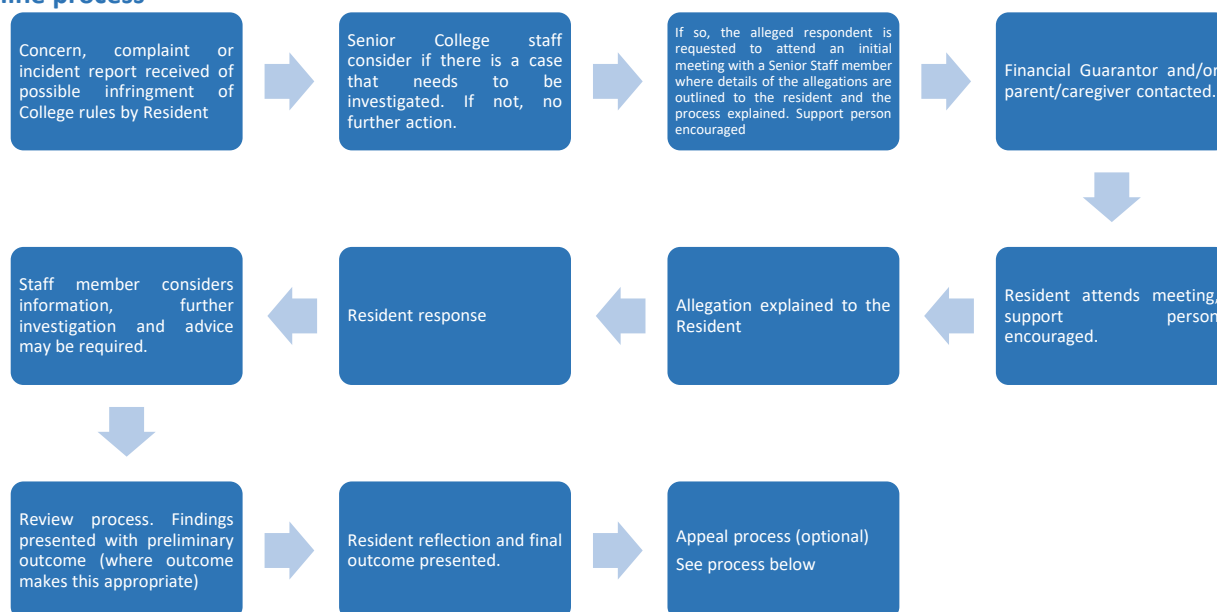
Further, the resident may also have their residency terminated i.e. be asked to leave the College. A debt collection agency will be engaged, when necessary, with collection costs being on-charged to the resident.

Please raise payment issues with administration staff or the Warden as early as possible, this enables time to investigate the support options available to you before your study is impacted.

Disciplinary Process, Authority, Fines and Levies

We aim to have a community where Residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. Living away from home can take some adjustment and we are here to assist you to learn the benefits of taking responsibility for yourself and your actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year. Should an incident occur a disciplinary process may be worked through with you.

Discipline process



A Resident is always entitled to a Support Person and to seek advice from other agencies prior, during, and after the disciplinary process. Information on support services and referral agencies is available from College staff and is also available in this Handbook on (insert page number).

Sanctions that are considered within the disciplinary process include but are not limited to:

- no sanction.
- formal and informal warnings;
- requirements to undertake work and/or attend programmes, counselling, or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- fines, and reparation (including those made on groups of which the Resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties;
- restrictions on activities, including alcohol bans, and non-association or non-attendance requirements;
- Protective measures within the College to address any safety concerns
- suspension of the right of residence, or termination of the contract neither of which shall affect a Resident's ongoing liability for fees

*If the incident alleges Sexual Misconduct, the College will follow the procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy: <https://www.otago.ac.nz/administration/policies/otago711781.html>

This may involve the implementation of protective measures within the College to address any safety concerns. Any formal investigation by the University in relation to sexual misconduct will be conducted by the University Proctor or their appointee, not by the College Warden. In such instances, when considering whether there has been a breach of College rules, the College may open a Resident Serious Misconduct Discipline Procedure and rely upon the findings of the University investigation.

Where a resident faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Member to remain in the College while the matter is considered, the College Warden may suspend the Resident from the College until such time as it may be appropriate to return to the College. In certain instances, in the best interests of the College community and/or the Resident/s concerned and irrespective of the nature of the suspended Resident's role in an incident, it may be inappropriate for the Resident to return to the College in which case their Accommodation Agreement will be terminated.

Appeals

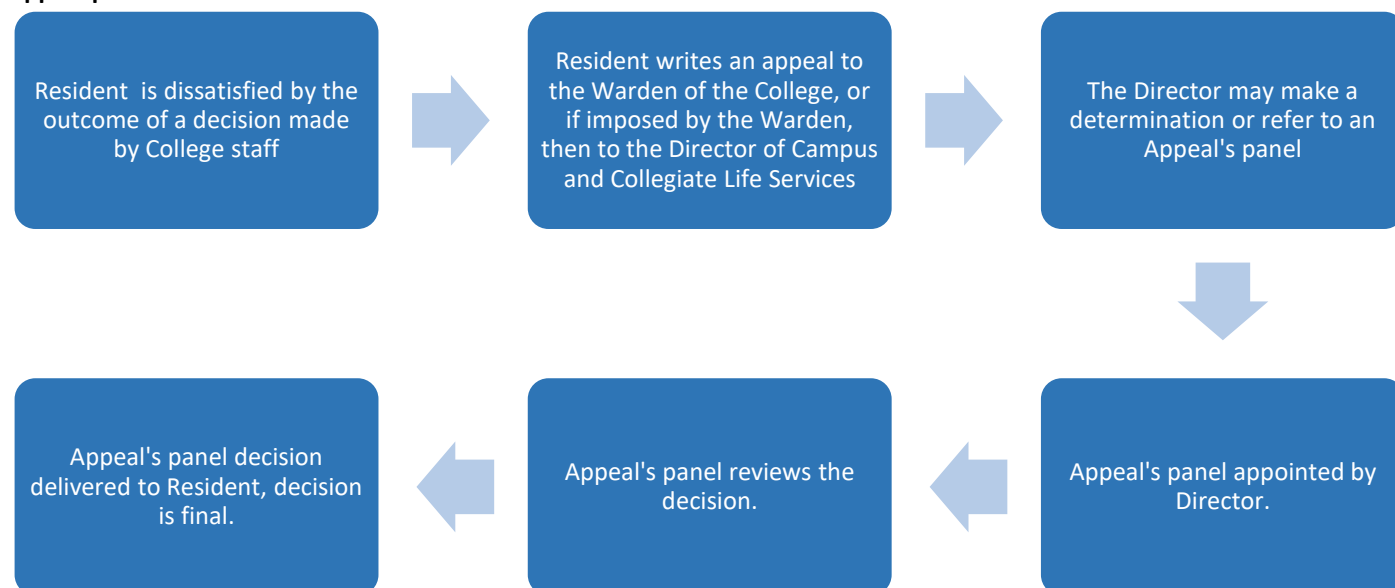
Where any decision is imposed by a person other than the Warden of the College, the Resident shall be entitled to have that decision reviewed by the Warden of College. Where:

- (a) a disciplinary sanction has been imposed by the Warden of the College, or
 - (b) the Resident is not satisfied with the outcome of a review performed by that person, or
 - (c) action is taken by the College under clause 3.1(e) of the Accommodation contract
- the Resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the relevant decision to the University's Director of Campus and Collegiate Life Services ("the Director"). The grounds on which an appeal may be brought under this clause are:
- (a) that the decision will cause unreasonable hardship to the Resident;
 - (b) that the decision was reached without giving the Resident a fair hearing, or by a process that was otherwise unfair,
 - (c) the Resident wishes to put forward newly available information which could not have been provided when the decision was made
 - (d) the consequences of the decision are manifestly excessive having regard to the circumstances.

An appeal shall be in writing and set out the grounds the Resident relies on for the appeal.

The Director may determine any appeal as he or she thinks fit, or, in his or her absolute discretion, may refer the matter to an Appeal's Panel for determination. Each Appeal's Panel shall comprise not less than three persons appointed by the Director. An Appeal's Panel shall regulate its own procedure and its decision on any matter shall be final.

Appeal process



Making a complaint

It is important that concerns or complaints by residents of our community are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised.

Procedures for concerns

Residents of the community are encouraged to talk directly with a staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the Deputy Warden or Warden. Many issues or complaints can be resolved through informal means. All staff are trained and permitted to resolve issues to the satisfaction of all parties. In many instances these matters will be addressed verbally and written confirmation of an outcome may not be necessary.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary and appropriate procedure as detailed below will be followed.

- Any formal complaint should be addressed to or raised with the Warden of your College. Where your complaint is about or involves your Warden a complaint can be made to the Director of Campus and Community Life who may appoint a nominee to deal with the matter.
- When a complaint is received, the Warden or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.
- The Warden or their nominee will investigate the complaint. This may include contacting other residents of the community or other individuals as necessary.
- Depending on the nature of the complaint the Warden or nominee may refer the complaint and or any investigation to the Director of Campus and Community Life, the Proctor or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.
- The Warden (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

Footnote

The College reserves the right to institute additional rules or regulations or change the current rules and regulations as necessary for the safety and security of the College, the Residents and the staff. All Residents accept this fact and agree to abide by any such regulations which are changed or implemented.

