



Micro-Credential Student Handbook 2026

Welcome to the New Zealand School of Food and Wine

The New Zealand School of Food and Wine (NZSFW) is committed to excellence in hospitality education. This is achieved through innovative teaching and programme design and caring individual attention.

NZSFW aspires to be recognised as a leader of hospitality education and a centre of culinary arts in New Zealand and to foster New Zealand as a respected international destination for high quality education in food and wine.

Since 1995, NZSFW has been registered and accredited as a Private Training Establishment by the New Zealand Qualification Authority (NZQA). NZSFW is as NZQA Category One provider.

NZSFW has developed the following full time courses which are approved by NZQA and TEC:

Code	Qualification
2100	NZ Certificate in Cookery & Bakery (Foundation), Level 3
2101	NZ Certificate in Cookery (Advanced), Level 4
2102	NZ Diploma in Cookery & Kitchen Management, Level 5
2105	NZ Certificate in Food & Beverage, Barista, Wine & Spirits, Level 4
2540	NZ Diploma in Hospitality & Tourism Management, Level 6
4285	NZ Certificate in Professional Wine Knowledge Level 5 and Diploma Level 6

NZSFW runs Micro-Credentials and short courses throughout the year

*NZSFW has agreed to observe and be bound by the **Education Code of Practice for Tertiary and International Learners** published by NZQA. A summary of the Code is provided in this document.*

Full copies of the Code are available on request from this institution or from the NZQA website.

Table of Contents

Table of Contents	2	Smoke Free Environments.....	8
The Education Code of Practice for Tertiary and International Learners.....	3	How to study.....	9
Student Responsibilities.....	3	Neuro-diversity, Dyslexia and learning disabilities.....	9
WhatsApp Class Group Chat.....	3	Additional tuition	10
Google Classroom Calendar	3	Your mind is like a tree... ..	10
Attendance	4	New Zealand Qualifications Authority.....	11
Internet and Student Computers.....	4	Assessments & Reassessment.....	12
Social Media and Photographs	4	Assessment Internal Appeal Procedure	12
NZSFW Code of Conduct & Expectations....	5	Plagiarism and Academic Misconduct	13
Safe health and mental health support	5	Misconduct and Disciplinary Processes.....	13
<i>Pre-existing medical condition</i>	<i>5</i>	Industry Skills Boards (Services).....	14
NZSFW Code of Conduct & Expectations....	7	Internal Complaints Procedure	14
Punctuality.....	7	External procedure	14
Mobile phones cannot be used in class.....	7	Results and records.....	15
Chef Uniforms and your equipment.....	7	Recognition of Prior Learning (RPL)	15
Take home containers for your food	8	Cross Crediting	15
Recycling and Compost.....	8	Emergency evacuation procedure.....	16
Security.....	8	Rules of the kitchen	18

The Education Code of Practice for Tertiary and International Learners

The Code for Learner Wellbeing and Safety sets out the roles and responsibilities of tertiary education organisations (in promoting and supporting your wellbeing, development and educational achievement).

Under the Code, we will help you to be:

- safe, physically and mentally
- respected and accepted for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks
- able to have your say in decisions about services

Read more here: <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/>

Student Responsibilities

Students are encouraged to take full responsibility for their own learning and personal development.

WhatsApp Class Group Chat

For some classes, NZSFW will set up a WhatsApp Chat for communicating with you and updating you on class activities.

- You can also use this to inform your tutor if you will be late or absent from class.
- You will also be able to direct message your tutor privately using the same APP.

Read more about [WhatsApp](#)

Google Classroom Calendar

For some classes, NZSFW uses Google Classroom to manage our class calendar and assessments. You will need to download the APP to your phone or computer. There will be a session to explain how you can log on and how Google Classroom will be used for your timetable and assessments.

Attendance

Attendance records are kept for each class. Students are expected to attend all course activities.

Failure to attend 85% of your course could result in failure of your course. Students may be asked to make up time that they have missed in order for them to meet the requirements of the course.

1. You must arrive at school to start class at the designated time.
2. If you miss the first day of the course, you may forfeit the entire booking
3. You must attend a minimum of 85% of the course content.
4. PLEASE contact the school if you are going to be absent or late.
5. If you have not been present for the cooking demonstration, you cannot cook without prior arrangement with the tutor.

You can leave a message on 09 377 7961; email – admin@foodandwine.co.nz or text on your WhatsApp Class Chat (not all classes have WhatsApp chats)

Internet and Student Computers

There are also NZSFW Chrome computers that are available to use in class activities.

Using your computer, phone or iPad

WIFI Network Name: NZSFW Students

Password: ak3777961

While you have free and open access to the internet, we request that you do not download large files (YouTube etc) or visit websites conducting any illegal activities including illegal downloads of movies, music, dark web activities.

Social Media and Photographs

From time to time NZSFW will take photos that are used in our publications (newsletters, brochures) and on social media specifically:

Facebook: <https://www.facebook.com/NewZealandSchoolofFoodandWine/>

Instagram https://www.instagram.com/nz_school_of_food_and_wine/

On the first day of course, you will be given a permission slip to allow or not allow NZSFW to use your photo in this way.

NZSFW Code of Conduct & Expectations

Safe health and mental health support

NZSFW is a small organisation and everyone works closely together and in a supportive environment. If you have any personal problems that require our support please do not hesitate to talk to Celia or your tutor. Our goal is to support you and promoting healthy lifestyles for all our learners.

While no on-site counselling is available, we can provide information for agencies such as Family Planning, medical doctors, counsellors, suicide and self-harm awareness, drug and alcohol awareness.

Pre-existing medical condition

Please advise your tutor if you have any pre-existing medical condition such as severe allergy, epilepsy etc. Please give instructions of what to do in an emergency. For instance: the name of your doctor or place where you should be taken.

Medical emergency

Please notify a staff member immediately if a medical emergency occurs at NZSFW.

If you need urgent medical attention, ask us where the nearest accident and medical center is located. These centers usually open 7 days a week for extended hours.

In serious emergencies requiring ambulance or police, call 111.

To find a doctor: <https://www.newzealandnow.govt.nz/living-in-nz/healthcare/healthcare-services>

Personal Crisis Help Line <https://www.mentalhealth.org.nz/get-help/in-crisis/helplines>

Small Steps www.smallsteps.org.nz

These tools have been developed to help with feelings of anxiety, stress, or low mood. Each tool only takes a few minutes to help you calm your mind, manage your stress and lift your mood.

Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).

Youthline 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.
Suicide Crisis Helpline–0508 828 865

Healthline www.health.govt.nz/ For advice from trained registered nurses 0800 611 116.

Anxiety NZ <https://anxiety.org.nz/helpline> Support for people with all forms of anxiety and families and friends.
Helpline 0800 269 4389 (0800 ANXIETY).

Depression Helpline www.depression.org.nz To talk to a trained counsellor about how you are feeling or to ask any questions 0800 111 757 or free text 4202.

Keeping yourself safe

New Zealand is a relatively safe travel destination but we are not crime free. It is important you take the same precautions to look after yourself and your possessions as you would at home.

The *Your Guide to Keeping Safe* brochure has a map showing where to find police stations and i-SITEs in the major centres and a chart of travel times and distances between locations throughout New Zealand. Please follow this link to see the brochure: <http://www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide>

The emergency number for fire, ambulance and police is 111. Calls are free.

- *Don't walk alone late at night and avoid unlit areas.*
- *Don't carry lots of cash, valuables or expensive jewellery with you.*
- *New Zealanders are very sociable but you need to be sensible. Avoid accepting drinks from strangers and don't leave your drink unattended.*
- *Be aware of people around you when using ATMs (cash machines) and hide your PIN.*
- *Hitchhiking or accepting rides from people you don't know is not recommended. If you do decide to hitchhike, Police strongly advise you not to travel alone.*
- *Make sure there is always someone who knows where you are going and when you should arrive at your destination.*

Useful information:

Citizens Advice Bureau provides free and confidential advice to everyone including housing, consumer rights, legal issues. <https://www.cab.org.nz/acabnearyou/centralauckland/Pages/services.aspx>

They are located at Auckland Central City Library 44 -46 Lorne Street, Auckland 1010

Community Law Centres For help with legal matters – <http://communitylaw.org.nz>

Accommodation

NZSFW can provide students with information about accommodation options in Auckland.

<http://foodandwine.co.nz/Accommodation>

For advice on tenancy and flatting – Flatting 101: <https://www.tenancy.govt.nz/starting-a-tenancy/new-to-tenancy/flatting-101/>

To find a flat – Trade Me or Facebook: Flatmates wanted

NZSFW Code of Conduct & Expectations

Punctuality

Please be on time for class. It is frustrating for both your colleagues and tutors when a student arrives late for class – even if you are just 5 minutes late!

Teaching sessions

In general, most sessions will last 75 minutes and then the tutor will offer a break for 10 – 15 minutes. Please arrive back promptly to class.

Eating during class

Please do not eat any food or lunch during class sessions unless this is part of the programme.

Talking during class

When a tutor or student is presenting to the class, we ask that you show respect by listening and not talking to other students.

Mobile phones cannot be used in class

Tutors may request that phones are turned face-down so you do not see notifications or left in your bag. Using your mobile phone during class distracts you from the lesson and causes you not to focus on the task.

Computers, iPads

You may use these for taking notes, but it is important that students focus on the subject of the session and are not distracted by their device.

Chef Uniforms and your equipment

You can change into your uniforms before class. There is an iron in the demonstration kitchen for you to use. Please make sure it is turned off after use.

Failure to wear the **correct and clean, ironed uniform**, including hats and shoes may preclude you from cooking.

All your knives and personal cookery equipment should be labelled to identify that it is yours.

Kitchen

All equipment must be returned to your kitchen bench at the end of each session, including utensils.

Take home containers for your food

Please bring in your own containers to take your food home. The containers in the kitchens are for you to use during class and not to take home with you.

Dining room area

- Please bring your own water glass or bottle and/or coffee mug.
- If you do use any NZSFW glasses/cups/utensils, you must take responsibility for cleaning it. Please wash and dry and return to the appropriate shelf.
- After eating, please wipe your table and remove any containers or rubbish.
- Please push in all chairs after sitting at any table.

Recycling and Compost

Takeaway water bottles, can, coffee cup lids, sushi containers are recyclable! Please rinse them out and put in recycling bin. The **Green Compost** bin is for food waste. Please make sure you sort your rubbish.

Security

All personal possessions, books and equipment must be clearly labelled.

Please do not leave any valuable items lying around. Cookery students will be allocated lockers on Day One.

Smoke Free Environments

- NZSFW is a smoke-free environment.

How to study

It may be a long time since you attended a course, or you think you have forgotten how to study...

To get the most out of your time at NZSFW you must make sure you take NOTES and write down all the information shared during your classes!

When you **WRITE** down notes of what you have heard, you silently repeat the information in your mind. This re-confirms the knowledge and helps you recall in the future. Even better, with great notes you are able to look back and recall important details – perhaps of a cooking demonstration or a fascinating fact about a famous chef.

Feel free to draw pictures of the cooking process or a flow diagram to illustrate the method.

Having a **Recipe Diary** or notebook is a great way to commit to memory all those classic recipes and techniques.

If you don't have a great set of class notes from cooking demonstrations through to theory classes, how will you remember important details or study effectively when it comes to tests and exams?

If you were away or missed some notes, make sure to talk to your tutor or get the notes from other students.

If you don't – you will never know what you missed!

Neuro-diversity, Dyslexia and learning disabilities

Many people do not realise that they have some form of learning disability and this is especially true in hospitality and cookery. Jamie Oliver is a famous example. Dyslexia is not something to be embarrassed about, it is more important to learn how you learn best and develop strategies to support you retaining knowledge effectively.

Famous entrepreneur Richard Branson, founder of Virgin Airways, suffers from dyslexia. Richard Branson credits dyslexia for making him learn to take notes. In his book The Virgin Way (2014) he comments that as a child, he learnt that if he ever had a chance at remembering anything, he needed to 'jot it down'. To this day, he carries a notebook everywhere.

Additional tuition

Additional tuition is available when required. Please discuss with your tutor. If you require a reader-writer or verbal questioning, your tutor will be able to help.

Your mind is like a tree...



Oldest urban Pōhutukawa (c180 – 200 years old), Parnell Rose Gardens, Auckland

- How do you connect all the branches?
- How do you exercise your brain, strain your memory and recall?

To study effectively: use pictures, diagrams, mind maps, colour...

NZSFW uses NZQA unit standards to assess some components of the programme as well as modules of learning developed by NZSFW.

Each standard has a level and a credit value. The level shows the complexity and skill it takes to achieve the standard. The credit value shows the amount of time it takes to achieve the learning outcomes for a standard.

One credit represents 10 notional hours of teaching, learning and assessment.

Retrieved October 13 2025 <https://www.nzqa.govt.nz/qualifications-standards/standards/>

Standards earned in school, or through tertiary or workplace training are recorded on a learner's **New Zealand Record of Achievement (NZRoA)**.

Assessment grades for standards

The grades a student can earn depend on the type of standard.

For unit and skill standards, all grades may be available, but usually there are just 2:

- **Achieved (A)** if students meet the standard's criteria
- **Not Achieved (N)** if students don't meet the standard's criteria

Types of Assessment at NZSFW include:

Assessment can be conducted in a variety of ways. NZSFW offers a variety of assessment methods when evaluating a learner against the learning outcomes of a programme.

- **A product:** something prepared/cooked in NZSFW kitchens
- **Role play:** a simulated performance where skills are observed by an assessor
- **Verification** in a realistic work environment where an assessor observes skills
- **Written examination or test:** to provide evidence of what a learner knows

Many NZSFW assessments are **OPEN BOOK** so learners are able to use their workbook during the assessment.

You will not be able to use your devices to search answers to questions.

- **Research projects and assignments:** reports, assignments, analysis
- **Case studies:** problem solving through analysis and class discussions
- **Observation over time:** naturally occurring evidence
- **Presentation:** to a group using digital slides and commentary
- **Prior Performance:** recognition of skills learnt elsewhere

Additional tuition

Additional tuition is available when required. Please discuss with your tutor. If you require a reader-writer or verbal questioning, your tutor will be able to help.

Assignments must be handed in on time.

Extensions will only be given with valid reasons and if organised in advance with your tutor.

Assessments & Reassessment

NZSFW uses NZQA Assessment standards to assess some components of a programme as well as modules of learning developed by NZSFW.

With subjects that are assessed using **Assessment Standards** and some **NZSFW modules**, learners are required to get **100% correct answers or performance to be assessed as ACHIEVED**. Assessment work should be authentic.

Practical Assessment e.g. Barista, Cocktails, Restaurant Service

Re-assessment of a task/skill until the required standard is achieved or not achieved.

Your tutor/assessor will advise a learner when a reassessment can take place.

Assessment Internal Appeal Procedure

If a student is unhappy about an assessment decision, they must contact their tutor within 7 days to request a reassessment. The tutor will then reassess the student at a mutually agreeable time. If the student is not satisfied with the outcome, the student may appeal to the General Manager/Director of NZSFW. Appeals must be made in writing within 7 days. The General Manager/Director will then evaluate the case after discussions with the tutor. The matter may then be referred to the Management Advisory Board of NZSFW or to the Industry Training Organisation responsible for the Assessment standard.

Plagiarism and Academic Misconduct

Plagiarism of another work is not permitted. Learners must cite all materials or resources used when researching and writing your assessment. It is not permitted for a learner to submit an assessment that is not their own work.

Use of tools such as Google Search, Google Translate or ChatGPT or Generative AI software, deliberate offences such as Plagiarism, Malpractice (cheating) and Academic misconduct may result in failure to be awarded a qualification or assessment graded as not achieved.

Where an offence is identified, NZSFW will use the following procedure. This is a confidential process between NZSFW and the Learner.

1. The tutor/marker will meet with NZSFW director, general manager or Moderation Team to investigate and review the issue/s and related materials/evidence.
2. NZSFW will request a meeting with the learner at a mutually agreeable time and provide a timeline for action.
3. At the meeting, the assessor will provide specific examples of the issue/s and related materials
 - a. NZSFW may ask the learner specific questions to check the learner's knowledge or ask them to redo/resubmit the evidence.
 - b. NZSFW may request a **Verbal Reassessment** of the material/evidence by another assessor.
4. NZSFW will notify the learner of this decision on the day or by letter within 5 working days.
 - The Learner may request to appeal the decision within 10 working days.
5. NZSFW will notify the learner of its final decision by letter within 10 working days.

Misconduct and Disciplinary Processes

This section is taken from NZSFW Terms and Conditions of Enrolment which you signed on the first day of course.

5.1 The Director/General Manager of NZSFW reserves the right to terminate the training of any student at any time for misconduct subject to 5.2 and 5.3 below (e.g. theft, irregular attendance of class, use of alcohol, drugs, disruptive behaviour, academic misconduct or noncompliance with laws of New Zealand) or any other reason as they think fit after fair and reasonable notice & consideration of the student perspective.

5.2 A disciplinary problem will be formally acknowledged by one verbal warning from the Director/General Manager to the student concerned. If the student fails to rectify the misconduct, the Director/General Manager will formally write to the student with their concern and notice of their intention to withdraw the student.

5.3 Upon receiving written notification from the Director/General Manager, a student shall no longer be permitted to attend any further class or classes on any course.

Moderation of Assessment

NZSFW participates in moderation arrangements established for the Assessment standards that it delivers and we must retain copies of student assessments for at least 12 months from the date of assessment.

Industry Skills Boards (Services)

NZSFW must comply with their requirements regarding pre-assessment and post assessment moderation (review) of assessment. NZSFW develops its own resources for delivery and assessment of Assessment Standards which are pre-moderated by ISB/Ringa Hora.

Internal Complaints Procedure

NZSFW welcomes feedback and learners should approach NZSFW staff with any concerns or issues, whether a complaint or an appeal against an assessment decision. Any formal complaint or appeal should be in writing to the Director/General Manager of the New Zealand School of Food & Wine.

The Director/General Manager will then evaluate the case and where appropriate, invite the complainant and support person to attend a discussion. The Director/General Manager will then decide on the matter, or it may then be referred NZSFW Advisory Management Board or the **Standard Setting Body** responsible for the Assessment standard in question, with the complainant informed of the outcome as soon as possible.

External procedure

At the Director/General Manager's discretion, an independent evaluation or reassessment will take place e.g. by the NZSFW Advisory Management Board or someone appointed by the Director/General Manager. This evaluation or reassessment by will be full and final. No further appeals will be entered into with NZSFW.

If the learner is not satisfied with the system of complaint resolution or the outcome, the complaint can be made to NZQA, by calling them on 0800 697 296 or by following the procedure set out on the NZQA website at: <http://www.nzq.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

The Tertiary Education Commission also offers a complaint option.

<https://www.tec.govt.nz/contact-us/complain-about-an-education-provider>

If you have a complaint about the school you can contact iStudent Complaints by phone on 0800 00 66 75.

More information is available on the iStudent Complaints website: <https://www.istudent.org.nz>

Results and records

Student Record of Achievement

A Record of Achievement is established for each student to record assessments and attendance. This is maintained under the provisions of the Privacy Act. At the completion of the course, Assessment Standards are reported to NZQA and will be recorded on your personal New Zealand Record of Achievement (NZRoA).

NZSFW Certificate and final results

At the completion of your course, you will receive a NZSFW certificate and report summarising your achievement and listing your results. An electronic copy will be kept by NZSFW for future reference.

Recognition of Prior Learning (RPL)

Students who come to a course with extensive previous experience can apply to be assessed for Recognition of Prior Learning (RPL). The Director/Manager and/or Tutor will do this on an individual basis. Evidence (certificates, references etc) may be required to establish the level of ability of a learner.

Cross Crediting

For courses using Assessment standards, there may be instances of cross crediting where a student has obtained an Assessment standard from another provider. To obtain a cross credit students must provide evidence in the form of certificates or NZQA Record of Achievement. When credit is granted, attendance of that portion of the course will be optional however students will be encouraged to attend class as revision.

Credit transfer

Where students have completed or partially completed Assessment standards, a copy of their Record of Achievement will be given to them to enable another provider to recognise the learning.

Emergency evacuation procedure

Any person discovering a fire:

1. Operate the nearest fire alarm
2. Immediately telephone 111 and ask for the Fire Service. When connected say calmly and slowly:

FIRE AT: New Zealand School of Food and Wine

ADDRESS: 104 Customs Street West, Auckland

All staff will assist with evacuation through the nearest exit to the assembly point.

Do not use the lifts.

There are two staircases:

- Between the front tenancy and the other floors
- Beside the airbridge

Assemble outside on the corner of Market Place and Customs Street West.

Evacuation must begin with those in the immediate danger area and someone must ensure that any elderly or disabled people are helped to leave.

- DO NOT RUN
- DO NOT LINGER IN ROOMS, PASSAGEWAYS OR STAIRWELLS
- DO NOT RETURN TO THE BUILDING UNTIL CLEARED TO DO SO BY THE FIRE SERVICE.
- DO NOT ATTEMPT TO GO AND RETRIEVE PERSONAL BELONGINGS.

FLOOR WARDENS at New Zealand School of Food and Wine

This will be the senior staff member on duty e.g. the tutor in charge at the time.

The floor warden's duty is to organise the evacuation of all students, guest tutors and other persons from the floor and to check that the entire area is clear.

Check the toilets, shower and laundry, storage areas, offices and kitchens.

When you are sure that the area is clear then report to the building warden who will be located at the Fire Control Panel on the outside of the stairwell. If there are areas you have not checked due to the location of the fire, or if you know there are people still inside, then report this so that the Fire Service can be informed as soon as they arrive. The floor warden must then ensure that no one re-enters the building until the Fire Service has declared that it is safe to do so.

BUILDING WARDEN

They must first assist with any urgent evacuations on the ground floor, then proceed to the fire control panel located on the front wall of the stairwell.

They are responsible for ascertaining:

1. That the Fire Service has been called.
2. That each floor has been evacuated and checked by the floor wardens, or the location of anyone still in the building who may require assistance to leave or any areas which have not been checked due to the location of the fire.
3. If there is no report from the top floor then treat it as an unchecked area - it may be that there is no one in his or her office at the time but it is never safe to assume this.

On arrival of the Fire Service the situation must be reported to the Fire Officer who will then take over control.

Rules of the kitchen

After each practical cooking session, please make sure the following have been done.

1. *All of your personal equipment and belongings must be removed from the kitchen when you have finished cooking.*
2. No NZSFW equipment can be removed from the kitchen.
3. You must have your own containers to take home your cooking.
4. Please ensure all appliances are turned off after practical cookery sessions and especially the gas hobs.

Personal clean up

- WASH all your dishes and put away in the correct place. Each table is colour coded to help you.
- WIPE down your table and sanitise.
- CHECK and wipe the walls for splashes.
- CLEAN down the hobs that you have used.
- ENSURE the hobs are turned off.

Group clean-up roster: each table will be allocated cleaning tasks

1. Sweep and wash floor
2. Empty the rubbish and replace with new bag. Take the rubbish to the large bin at rear of building.
3. Dirty laundry must be placed in the designated cloth bag and then closed.
4. Spray any flies.
5. Produce bench cleared and excess stock returned to refrigerator/dry store.