



# College House

**STUDENT POLICIES  
AND PROCEDURES MANUAL  
2023/24**

## WHY HAVE POLICIES?

Policies are a strategic link between our vision and values and the day-to-day operations that need to occur to realise that vision and uphold those values.

Policies mandate expected courses of action and behaviours, and also determine strategies for handling issues and overcoming problems should they arise. It means that we have a consistent approach to all matters and we also have clarity around some complicated processes / decisions / activities / expected behaviours.

Policies allow students to understand their roles and responsibilities within pre-defined limits. It means that all members of the College House community can get on with their day-to-day functions and decision making without someone having to constantly explain behaviours and expectations.

In summary, Policies:

- Guide practice
- Help ensure compliance with laws, statutes, regulations and government requirements
- Help support the achievement of our mission and values
- Reduce the risk for everyone living here
- Have long-term application and are subject to regular review and update
- Help to ensure harmony within a working community

As an analogy for having policies:

Every musician in an orchestra needs to follow the musical score to stay in tune and in time with all the other musicians. After a while, because of previous experience, s/he may not need the total support of the score but will simply need to glance at it occasionally, as a reminder, to ensure that s/he and the other musicians are giving their best performance and producing the finest sound that they can.... together.

Updated:

November 2023

# STUDENT POLICIES

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## 1.1 STUDENT CODE OF CONDUCT POLICY

This policy refers to other related policies of the University and College House, the University Handbook and the College House Student Handbook.

This policy is a link between the expectations of College House and the University of Canterbury.

As members of both institutions, College House residents are expected to be familiar with the University's policies as well as those of College House, and to be governed accordingly by the guidelines set out in both.

### 1. PURPOSE

College House is committed to providing a supportive and collegial environment where students may pursue their academic and related activities in safety and security, and it supports the University in its endeavours to do the same.

College House is also committed to maintaining good working relationships with the University and to linking, as far as possible, the policies of both institutions with regard to student conduct. The University and College House both ask students to sign that they will comply with their expectations as outlined.

### 2. SCOPE

This policy applies to all students residing at College House.

### 3. RESPONSIBILITY

The Code of Conduct Policy of the University, the relevant policies of College House and the on-line Student Handbook of College House clearly set out the guidelines for behaviour and the expectations of both establishments for their communities.

Students must be aware of those expectations so that they are well-informed and therefore need to be familiar with the content of the documents indicated above.

### 4. POLICY

- Students are expected to know, understand and comply with the policies and Student Handbook rules available from each establishment.
- At the beginning of each academic year, Management will discuss in general terms the relevant policies and the on-line Student Handbook availability, but it is the students' responsibility to be familiar with their contents.
- College House affirms the right of all students to speak openly, to propose ideas or to question without fear of reprisal or rebuke.
- Students need to be aware of appropriate and inappropriate behaviours and the processes used to deal with breaches at both establishments.
- From the time of commencement at College House, students will undertake to comply with the expectations as outlined in the various documents.
- From time to time, College House will establish additional policies and regulations as it sees fit.
- All residents of College House are bound by the laws of New Zealand and any breach of such will be referred to the appropriate authorities.

- All members of the University and College House will treat one another with respect and integrity.
- Residents' guests to either College House or the University campus are expected to comply with the policies and procedures of the appropriate establishments and non-compliance may result in disciplinary action.
- Examples of misconduct include:
  - Behaviours that affect the safety, health and well-being of others in the University or College House communities
  - Harassment, sexual harm, discrimination against others, and
  - Behaviours that affect the continuing operation of either the University or College House and/or that do or could affect the reputation of the University and/or College House adversely.
- College House residents will be made aware at the time of commencement, of the need to remain vigilant and to act responsibly in the social environment.
- College House will provide, on an annual basis, education around issues of consent and sexual harm. Assault of this nature will be referred to the appropriate authority including the Police and an appropriate course of action will follow.
- College House cannot envisage every instance of likely misconduct but other forms of negative behaviour not specifically identified or prohibited may be judged to have offended against the spirit of the relevant policies and documents and may thus constitute misconduct.

## **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.2 STUDENT HEALTH AND SAFETY POLICY

College House is committed to providing a safe and healthy environment for the College House community, visitors and contractors. To achieve this, College House will comply with the applicable legislation, regulations, codes, standards and guidelines.

### 1. PURPOSE

This policy records College House's commitment to effective management of health and safety and represents our view on how the College House Community will behave, and be involved in, this commitment. We must all work together on the ways in which College House and its practices and procedures can be made safer for everyone in our community.

### 2. SCOPE

This policy applies to all students residing at and others visiting College House.

### 3. RESPONSIBILITY

We must all take responsibility for keeping ourselves and those around us safe and healthy. In doing so, we share in a commitment to:

- Observe and comply with our health and safety policies, procedures and practices and the Health and Safety at Work Act 2015
- Report unsafe behaviours so that we can act on them to prevent incidents
- Encourage staff and students to report and identify risks so they can be addressed
- Provide an environment of continuous improvement.

#### Specific Responsibilities

College House will;

- Ensure, so far as is reasonably practicable, the health and safety of our community by providing and maintaining a safe environment
- Ensure that risks to residents are eliminated or minimised (as applicable) to the extent it is reasonably practicable to do so
- Provide reasonable opportunities for our residents to participate in processes to improve health and safety
- Ensure the safety of others who come into College House as far as reasonably practicable
- Provide leadership on all matters concerning health and safety in the College House workplace, including matters which may affect the safety of residents.

Management will:

- Comply with the provisions of the Health and Safety at Work Act 2015
- Provide opportunities for residents to participate in processes to improve health and safety
- Provide education and supervision in the safe use of equipment and fixtures/fittings
- Provide appropriate information on emergency procedures, the location of protective clothing and equipment and any risks to which our residents may be exposed
- Provide initiative and follow up action on all matters concerning health and safety in our community, including matters which affect the safety of residents
- Ensure accurate recording and reporting of relevant incidents to enable health and safety to be managed appropriately and the appropriate follow-up action taken
- Ensure adequate resources are provided for the effective implementation and maintenance of College House's health and safety management system to ensure continuous improvement.

Student residents will:

- Observe and practise safe and healthy behaviours
- Comply with relevant health and safety legislation, regulations, codes of practice, standards and guidelines, including College House rules, safety procedures and instructions
- Participate in health and safety training, such as Evacuation Drills
- Observe safety procedures and report identified risks so we can proactively manage them to prevent incidents
- Be responsible for your safety and the safety of others around you, by avoiding any action(s) or inaction(s) that may cause harm
- Promote a healthy and safe environment for the College House Community, including its employees
- Be responsible for visitors brought on to the College House premises, including:
  - For casual guests, ensuring they have left the premises by 11.00pm Sunday to Thursday (12 midnight on Fridays and Saturdays)
  - For guests staying over, informing the Office Administrator (or by default, the Duty RA) of visitor details, dates and times, preferably at least 48 hours in advance of the visit
  - Informing all guests of the College House Rules and ensuring they are complied with at all times
  - In the event of an evacuation, ensuring your visitors are aware of evacuation procedures, evacuate immediately and are all accounted for.

#### **4. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review date:        November 2024**

### 1.3 GENERAL EMERGENCY PROCEDURES

College House is committed to the safety and security of our residents and property during emergency situations. Any number of emergencies may affect our premises, however the following emergency procedures have been assessed as being the most relevant.

#### GENERAL

In a major emergency (particularly earthquake), the radio is your prime source of information:

More FM                      92.1 FM                                      Newstalk ZB                      1098 AM  
National Radio              101.7 FM and 675 AM

#### Emergency Contact Numbers:

UC Security	Call centre staff	0800 823 637
Principal	Richard Taylor	0274730851
Assistant Principal	Sarah Higginson	0272282817
Bursar	Tom Music	0272258758
Facilities Manager	Matt Gledhill	027 2737867
Operations Manager	Lisa Williams	0272869939

#### FIRST AID

All the RA's have current First Aid certificates and recent training. There may also be other staff or students on site who are trained. Full First Aid kits are held by each of the six RA's and there is also a kit in the kitchen. These kits are checked and restocked regularly.

An AED (Automated External Defibrillator) unit is located in the student laundry.

#### CIVIL DEFENCE BIN

The Civil Defence/Emergency bin contains student, RA and staff lists, along with contact phone details, parent and Board Member contact details, pens, air horn, whistle, battery powered radio and an effective torch and spare batteries and is located in the padlocked shed adjacent to the Lodge garage.

#### FIRE

In the event of a fire at College House:

- Keep calm
- Activate the nearest alarm
- Alert any people in the immediate area of the fire
- Immediately move away from the fire or any smoke using the nearest exit into a safe area
- If the building is occupied follow any fire evacuation procedure as advised by College House
- Do not stop to collect belongings.

#### Dial 111

- Give the building name and address, or a description of its location
- Give a brief description of the problem
- Ensure the people you are with are accounted for
- Use a fire extinguisher only if it is available and it is necessary to save life, or where the fire is small and able to be controlled easily
- Do not return to the building for any reason until emergency services indicate it is safe to do so.

## **EARTHQUAKE**

In the event of an earthquake:

- Remain in the building, do not run outside
- Move away from windows and equipment or furniture which may be dangerous should it fall
- Drop, cover and hold
- Try to keep calm and assist those who might panic
- Turn off all electrical switches and gas bottle taps
- If a fire has started, put it out if possible, following the Fire Emergency Procedure set out above
- Do not go outside - the hazards out there may be worse e.g. falling masonry and glass
- Only use toilets if necessary, as sewerage pipes may be fractured
- Turn on a battery powered radio
- Follow the Wardens' instructions if an evacuation is deemed necessary.

***Please also refer Item 1.4 Detailed EARTHQUAKE EMERGENCY AND EVACUATION PROCEDURES***

### ***IF AN EVACUATION IS INITIATED***

If an evacuation order is given, follow the standard evacuation procedure.

## **MEDICAL EMERGENCY/ ROAD ACCIDENT**

In the event of a medical emergency or a road accident:

- Keep calm and keep safe
- Call 111 and ask for an ambulance
- Do not move the patient
- Follow any instructions from the 111 operator or ambulance staff
- If the patient is conscious keep them warm and calm and try to find out what happened.  
Do not give them any liquids
- If the patient is unconscious, keep their airways open
- If breathing has stopped, start CPR
- Control any bleeding
- Treat burns immediately with cold water via running tap, shower or in a bucket or similar..

## **ELECTROCUTION**

- Whatever the cause of electrical injury, never touch the casualty with bare hands until you are sure that there is no further danger to yourself and that the casualty is no longer in contact with the source
- In the case of injury from high-voltage electricity, do not approach the casualty until you are informed by the Police or similar authority that it is safe to do so.
- Break the current or remove the casualty from the source only if it is safe to do so.  
If in any doubt do not break the current
- If the casualty is unconscious, open the airway and check breathing
- Complete CPR if required and place the casualty in the recovery position
- Follow the medical emergency procedure as above
- Treat any burns if appropriate
- Arrange removal to hospital.

## **FLOOD**

Should flooding occur:

- Turn off electrical equipment and pull out all plugs
- Shift important equipment to a secure area
- Do not go into flood waters
- Do not drink flood water, it may be polluted
- Give assistance and shelter to any others who have no transport or are cut off from home or their residence.

## **EXPLOSION**

In the event of an explosive emergency:

- Call 111 and follow any instructions from the operator or ambulance staff
- Do not approach the area or anyone who is injured until you are sure there will be no danger to yourself or anyone else. If necessary, wait for the Police or appropriate authority to inform you it is safe to do so.
- If someone is injured, reassure the casualty, and move him/her as little as possible until a full examination reveals the extent of injury
- Loosen any constricting clothing around the neck, chest and waist
- Control bleeding and check any wounds
- Check breathing rate, pulse and level of responsiveness
- If the casualty is unconscious, open the airway and check breathing. Complete CPR if required
- Seek medical aid.

## **HAZARDOUS SUBSTANCES EMERGENCY**

*Spill:*

- Call Emergency Services on 111 and do not approach the scene
- Keep bystanders well away from the scene
- Stand upwind of the accident so that any fumes are blown away from you.

*Accident Involving Persons:*

- Remove yourself or the person from contact with the hazardous substance
- Call 111 and follow any instructions from the operator or ambulance staff
- Follow any instructions from the operator or ambulance staff.

## **LOCK DOWN**

- In the event of the College needing to lock down for any reason staff will notify students by electronic messaging and the sounding of airhorns
- Staff, students and visitors should immediately go inside or stay inside, lock all doors, close all windows, turn lights off, switch electronic devices onto silent and lie face-down on the floor in the centre of the room (away from doors and windows) until the all-clear is given.

## **BOMB THREAT**

- Call 111 and alert the Police to the threat, giving as much detail as possible
- Follow any instructions from the operator
- Advise UC Security and alert staff/Duty RA to the threat
- Do not set off the fire alarm as this may trigger an explosion
- Keep calm and treat the threat as genuine.

## **ARMED INTRUDER**

- Call 111 and alert the Police that an armed intruder is on site, giving as much detail as possible
- Follow any instructions from the operator
- Advise UC Security and alert staff/Duty RA that an intruder is on site
- Follow the **LOCKDOWN** procedure detailed above
- Remain in your room until given the all-clear by police or staff.

## **SELF-HARM THREATS**

- Call 111 if a student has indicated an intention to commit suicide, attempted suicide or has committed suicide
- Contact the Principal or, in his absence, either the next senior staff member or the Duty RA
- After hours, the Duty RA will contact the Principal immediately
- If a student is self-harming in any way, advise the Principal or AP
- The student may be referred to relevant experts or agencies and parents may be advised.

## **SICKNESS – INFECTIOUS OUTBREAK**

The most likely are COVID-19, influenza, Norovirus, Meningitis or Viral Gastroenteritis.

We have plans (stored electronically) that are readily adaptable for addressing potential or confirmed outbreaks of other infectious diseases, such as those listed above.

Short-form priority responses are as follows:

- For potential COVID 19 cases students will be asked to take a RATS test and to wear a mask at College House and to isolate if a test is positive.
- Students will be asked to attend the UC Health Centre and consult with a Doctor to identify/confirm cause of sickness
- Advise staff, RA's, and students of the need to sanitise and access information to prevent further spread of outbreak
- Access Canterbury DHB guidelines for [Norovirus](#) or [Viral Gastroenteritis](#). Kept as a hard copy with Assistant Principal as well as available on line
- Isolate the student(s) to stop the spread
- If the outbreak reaches levels that are too high to manage by staff, then a notification must be made to the Canterbury Medical officer of Health.

## 1.4 EARTHQUAKE EMERGENCY AND EVACUATION PROCEDURES

In the event of an earthquake emergency, College House is committed to the safety and security of all community members - students, RA's, staff and where appropriate, visitors.

### GENERAL GUIDELINES

- Be prepared for an earthquake or any other emergency situation occurring
- Make it part of your personal routine to check out your own emergency response wherever you are e.g. Study Centre, Common Room etc and apply this practice beyond College House
- All student residents should have an emergency evacuation kit or 'grab-bag' to support evacuation procedure in the event this becomes necessary. Ideally, the bag will include the following items (or they should at least be kept close by):
  - A torch in working order (mobile phone lights are not always adequate in what may be a pitch-black environment)
  - A filled water bottle, with contents refreshed regularly
  - A charged-up mobile phone with key contact details including family and UC site numbers entered – see below)
  - Essential personal medications, warm polar fleece garments and underclothing, sturdy footwear and a small supply of non-perishable food.
- **REMEMBER** - in the event of an earthquake:
  - **DROP** to the floor in brace position
  - **COVER** if possible, positioning yourself beneath table, desk or bed)
  - **HOLD** until the shaking stops.

### EVACUATION PROCEDURES

- Should an earthquake occur, do not venture outside until the shaking stops
- In the case of a severe shake, all residents must evacuate the buildings promptly but calmly once the shaking stops, taking only your evacuation bags and leaving everything else in the room
- Make your way outdoors, stay calm and move quickly without panic
- Be perceptive. If exiting from the first or second floor of your House at night, use your torch first of all to check that the stairs are in good condition. Then make your way down the stairs in single file so as not to put pressure on landings and stairwells
- Proceed to the tennis court grass area keeping well clear of other buildings.
  - Maidment, Stanford, Carrington, Wilford, Parr and Warren residents should evacuate to the centre of the Quad and then proceed to the grass area alongside the tennis court, passing between Rymer and the Chapel
  - Rymer, Chichele, Watts Russell, Hardie and Beadel residents should proceed directly from your House across to the grass area alongside the tennis court
- Assemble in House groups by the tennis court (House names will be attached to the tennis court wire fence). Room 16's or a Returner student will check off House members' names on the check list made available by the Evacuation Warden in charge, noting any absentees
- This check off must be done very conscientiously to ensure accuracy. The completed check list should be returned to the Evacuation Warden and a check made for any students missing
- Students' needs will be attended to by staff (office hours) or the Principal/RA's (after hours)
- The senior management team will meet and communicate the plan from that point (office hours) or the Principal/Senior/Deputy Senior RA (after hours, evenings and weekends).

## **Emergency Contact Details – for entry in your mobile phone**

College House	03 364 2001
College House Duty RA	027 560 8180
UC Security	0800 823 637
Civil Defence Emergency	0800 324 636

### **STAFF RESPONSIBILITIES**

#### **During Office Hours:**

After an earthquake emergency event, the Principal will meet with senior staff to assess the situation and put plans into action as appropriate.

#### **Outside Office Hours:**

After an event, the Duty RA, Senior RA or a delegated RA will contact the Principal and ask for assistance. The Principal will then arrange a meeting with senior staff as above.

#### **Daytime Office Hours Evacuation**

The Evacuation Warden will secure the civil defence/emergency bin from the padlocked shed adjacent to the Lodge garage. The bin includes student, RA and staff lists along with contact phone details, parent and Board Member contact details, pens, air horn, whistle, battery powered radio, an effective torch and spare batteries.

#### **Night Evacuation**

Either the Duty RA or Senior RA will pick up the role of Evacuation Warden as above. The Principal (or Assistant Principal or Bursar in his/her absence) will be advised and he will then contact senior staff as above.

#### **Staff/RA Summary Tasks**

Contact the RA team:	Assistant Principal (office hours) or Senior RA (outside office hours)
Assess current situation:	Bursar (office hours) or Deputy Senior RA (outside office hours)
Contact UC Security:	BM (office hours) or Senior RA/delegate (outside office hours)
Ensure safety of community:	Principal (office hours) or Senior RA (outside office hours).
Issue instructions to residents:	Principal (office hours) or Senior/Duty RA (outside office hours)
Establish skeleton staff:	Principal and Bursar (office hours)
Contact and update Board:	Principal/Bursar (as appropriate).

### **FOLLOW UP PROCEDURES**

A plan that is responsive to the needs of the College House community will be prepared by the senior management team including, if necessary, a media release. College House will also endeavour to provide assistance to other Halls if required. Should College House no longer be functional, we will liaise with fellow Halls in planning a way forward.

### **GENERAL**

These situations can pose serious risks to people's lives and so at all times the expectation is that students will be sensible, cooperative, follow the above procedures and listen carefully to all further instructions during the course of the event.

The position of Evacuation Warden will change according to availability at the time but begins with the Bursar during office hours and the Senior RA / Duty RA / Principal after office hours.

### **EMERGENCY EVACUATION NOTICE**

The Emergency Evacuation Notice overleaf will be placed in all student rooms and all common areas throughout the site:

# EMERGENCY EVACUATION

## **FIRE**

### **IF YOU DISCOVER A FIRE**

Break the fire alarm glass, activate the switch and then **dial 111**  
(The fire alarm is situated in the entrance foyer on each floor)

### **WHEN YOU HEAR A FIRE ALARM**

On the continuous sounding of the fire alarm, you must leave the building immediately via the exit door

#### **WALK, DO NOT RUN**

Leave the room doors unlocked and closed

Notify either the office **364 2001** or UC Security **0800 823 637**

**DO NOT LINGER IN YOUR ROOM, HALLWAY OR FOYER**

## **EARTHQUAKE**

**In the event of an earthquake, DROP** to the floor in brace position, take **COVER** if possible, beneath a table, desk or bed; **HOLD** until the shaking stops. **DO NOT** venture outside until the shaking stops.

When the shaking stops, make your way outdoors. Stay calm and move without panic.  
If exiting from the first or second floor of your House, ensure there is only one person on the landing at any one time.

#### **TAKE CARE GOING DOWN THE STAIRS.**

Proceed to the tennis court grass area keeping well clear of other buildings.

**DO NOT RE-ENTER THE BUILDING UNTIL THE ALL-CLEAR IS GIVEN**

## **Assembly Areas**

- *Maidment, Stanford, Carrington, Wilford, Parr and Warren residents should evacuate to the centre of the Quad and then proceed to the grass area alongside the tennis court, passing between Rymer and the Chapel.*
- *Rymer, Chichele, Watts Russell, Hardie and Beadel residents should proceed directly to the grass area alongside the tennis court.*
- Assemble in your House groups by the tennis court.
- The Room 16 or most senior student in the House is to check with the staff member or Duty RA for a name list of each House.
- Return the completed list to the staff member or Duty RA.

*In the event of an earthquake, if you are absent from the College, please make contact with the staff immediately*

**Wait for further instructions**

## 1.5 STUDENT CRITICAL INCIDENT POLICY

College House is committed to making a prompt and appropriate response to critical incidents that will reduce potential for harm and minimise risk to all community members.

### 1. PURPOSE

To establish policy and procedures for community response to a critical incident.

### 2. SCOPE

This policy applies to all student residents of College House.

### 3. RESPONSIBILITY

All students must be aware of the community response to a critical incident and understand the need for every member of the community to do as instructed, so as to ensure safety for everyone.

It is understood that residential halls are part of the University of Canterbury, whose personnel are trained to respond to serious incidents of a violent nature and it is expected that the support of the UC Security personnel would be enlisted immediately as a priority response.

### 4. POLICY

For the purposes of this policy, *“critical incident”* is defined as a sudden and unexpected event or situation that may result, or has resulted, in substantial or serious harm (including fatality) to the physical or mental health, safety or wellbeing of a member of the College House community.

All College Community members must be familiar with the procedures identified below:

- An incident of a serious, violent nature that occurs in a residential hall is likely to be responded to initially by one or several of its own community members. The person(s) who witnesses a violent, serious incident, (knife / shooting / physical attack, for instance), will immediately locate him/herself in a safe place.
- That person will then call 111, advising the operator of the incident. The operator will connect the caller to the police, who will engage with the caller, seeking as much information as possible.
- The Police will send personnel as soon as possible and manage the incident on site.
- If possible, the caller should also call UC Security on 0800 823 637 or should ask someone else to do so. Given the serious nature of the situation, it may not be possible for the caller to make an additional call.
- If the caller also has access to the radio telephone located in the Main Office, this device may be switched on and turned to Channel 1 for UC Security. This will allow communication with UC Security if other means are unavailable.
- UC Security staff will contact the staff within the hall of residence, ensuring they are aware of the incident. It is also their role to cordon off and contain the site during an incident.

- It is likely that some hall staff would be dispatched by police to the UC Security site at 114 Ilam Rd to assist UC staff with information and communications management. Email; security@canterbury.ac.nz
- In preparation for any such eventuality, College House will have the following information readily available:
  - Site maps and site plans of College House
  - House and room plans and occupants' details, home phone numbers, mobile phone numbers and contact details of each student and parents.
- Folders prepared with this information are lodged for ready access with the Main Office, the Principal, the Bursar, the Assistant Principal, the House Manager, the Senior RA, and all resident RA's. Site keys and security access cards have already been lodged with Campus Security Office staff.
- UC Counselling and Support services will be available to the community afterwards.
- Media management is a separate and necessary area for consideration. In the event of media attention (reporters), students will not respond to questions but would refer such questions, including possible outcomes of events, directly to the Principal.

## **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.6 DRUG AND ALCOHOL POLICY

College House is committed to providing a safe and secure environment for all students both on and, under certain circumstances, off the campus.

### 1. PURPOSE

Student life is sometimes inextricably linked to alcohol and, to a lesser extent, drugs. As a small community, College House will provide support, advice and clear expectations and consequences to students so that there are benchmarks and parameters for acceptable behaviour. Residents need to be assisted to get the best possible academic outcomes from their time at the University, as well as enjoying themselves in a safe and responsible way. All students have a right to be in a safe and secure environment and to enjoy sleep and quiet study.

### 2. SCOPE

This policy applies to all students residing at College House and at all events and activities hosted on College House property or elsewhere, if the House is being hosted.

### 3. RESPONSIBILITY

Drugs and alcohol, when present in people, can increase the risk of injury to people or damage to property. College House has a duty of care to minimise this risk and to provide a safe environment for our students and employees.

Students are expected to know, understand and comply with this drug and alcohol policy as outlined.

### 4. POLICY

#### DRUGS

- a) College House is committed to maintaining a drug free campus and environment. The use, possession or consumption of illicit drugs or illegal pills (whether for use, supply, sale or any other reason) is totally prohibited at College House.
- b) College House has a ZERO tolerance approach in this matter and any resident possessing or using banned substances will likely face immediate expulsion.
- c) If a student is found to be using illicit drugs, the College will engage in discussions with them and endeavour to help them seek some professional counselling and possible rehabilitation. This option will be available whether the student is expelled or not.
- d) This policy only applies to illicit drugs. Students are of course able to take prescription medications and/or drugs that have been prescribed to them by a health professional.

#### ALCOHOL

College House expects, and actively promotes, a responsible approach to the consumption of alcohol and aims to eliminate alcohol-related harm resulting from alcohol abuse at College House, or by College House residents outside in the community. The support and assistance of all our students and, in particular our student leaders, is vital to ensuring the policy is followed.

Management will discuss this policy with all students at the beginning of each year and re-iterate it briefly before each event that involves alcohol. Weekly management meetings will discuss upcoming events, determine which require a re-emphasis of the policy and identify by whom and to whom the policy is to be communicated.

### **Provision of alcohol to students under 18 years of age**

- a) The Sale and Supply of Alcohol Act 2012 prohibits the sale or supply of alcohol to someone under the age of 18 years, unless the person supplying the alcohol is the parent or legal guardian or that person has the express consent of the young person's parent or legal guardian, and the alcohol is supplied in a responsible manner.
- b) Any student aged under 18 years will only be able to consume alcohol at College House with the permission of the student's parent or legal guardian.
- c) Such permission will be in writing and will be provided by the parent to the Principal or delegated senior staff member, including the Assistant Principal or Bursar.
- d) Under no circumstances will alcohol be supplied to any student aged under 18 years until that student's parent or legal guardian has signed a permission form. At the commencement of each academic year, the parent or legal guardian of any student under 18 years of age will be sent a letter and permission form in the form set out in Appendix A.
- e) A student aged under 18 years with parental permission will only be supplied alcohol at pre-dinner drinks/high table, when students join the Principal and other guests for dining.
- f) At all other College House functions where alcohol is available, any student under 18 years may attend, identified by wrist band, but will not be supplied or served any alcohol.

### **5. GUIDELINES**

- a) Students tasked with organising an event where alcohol is served will liaise with management to establish appropriate parameters and to obtain the appropriate alcohol licensing.
- b) Hard spirits are not permitted on the premises, however RTD-type drinks in cans or bottles are acceptable.
- c) Drinking games, of any kind, are not permitted.
- d) No intoxicated person may enter or remain at any function. The student affected should be accompanied to his/her room by two persons, an RA and a friend; the friend will stay with the intoxicated person to ensure his/her ongoing safety.
- e) The consequences indicated in the on-line Handbook will be applied where intoxication results in damage to facilities or furnishings or gross/offensive behaviour.
- f) Under no circumstances will an intoxicated person be served alcohol at any function.
- g) No person under the age of 18 will be served alcohol at any function where alcohol is sold or supplied. Alternative activities may need to be arranged if the under-age persons are unable to attend an alcohol-related function.
- h) It is the responsibility of the event organisers to ensure servers of alcohol are professional, licensed bar people and the necessary licence to hold the event has been obtained.
- i) It is acknowledged at the House that for personal or cultural reasons some students may choose not to partake in alcohol use and their wishes are to be respected.
- j) At all events where alcohol is to be served, water and non-alcoholic or low-alcohol beverages must be continuously available and, if there is a charge for drinks, at a lower cost.
- k) At all functions where alcohol is to be provided, food must be available and served continuously.
- l) At all student parties, entertainment involving music and opportunity for dancing must be provided at intervals throughout the event.
- m) All students must be in fit condition to evacuate the buildings in an emergency. Management staff, RA's and senior student leaders will supervise appropriately the amount of alcohol that can be consumed at College House events and will continually encourage students to drink responsibly when attending functions off-site.

n ) All visitors will comply with the policies and procedures of College House and the University of Canterbury. These include the requirement for:

- After hours visitors to College House to be accompanied by a College House resident at all times
- The host will be responsible for the visitor, remaining with them throughout the visit and seeing them off the site prior to the lock up time
- Staff/RA's to be advised of visitors staying overnight.

## **6. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:                      November 2023**

**Next review:                                November 2024**

## APPENDIX A

[Insert date]

MEMO: To Parents of Under-18 Students

Dear Parents,

I write to advise you of the position adopted by College House under the Sale and Supply of Alcohol Act 2012, in relation to the supply of alcohol and its application for Under-18 members of our community.

College House is adopting the position and responsibilities for our on-site management of alcohol as follows:

- At College House, an Under-18 person may consume alcohol only in the presence of a responsible adult to whom express responsibility has been delegated by the parent of that person. In our case, express permission would be delegated by the parent to the Principal or other senior staff member. Such occasions would be limited to Pre-Dinner Drinks / High Table when students join the Principal for dining.
- At all other College House functions where alcohol is available, an Under-18 person may attend, identified by a wrist band but, by not being in the immediate presence of the Principal or other senior staff member, that person will not be served alcohol.
- At University functions where alcohol is served and in on-campus bars, Under-18 persons will not be permitted entry.
- An Under-18 person will not be sold alcohol from any off-licence or on-licence premises and may not be provided alcohol by any other person.

College House staff take their responsibilities as care givers very seriously. We have identified to House members our position as outlined above and we have explained the consequences of any breaches, noting the seriousness for law breakers.

Before the academic year commences, I require your express approval please, in order for your Under-18 student to drink alcohol on the limited occasions outlined above.

I attach a Permission Form requiring your signature, in the event you wish your student to be able to drink alcohol at College House as outlined. Please return the signed approval form to me at College House. An email return response to: [office@collegehouse.org.nz](mailto:office@collegehouse.org.nz) will be acceptable.

Please note that there is no expectation for you to sign the approval permission form. In the event that we do not hear back from you, we will assume that you do not give your permission. In the event you do not give permission, we will, of course, respect your wishes.

Thank you for attending to this matter and please feel free to contact me should you have any concerns or queries.

Yours sincerely

Richard Taylor  
**PRINCIPAL**

**Alcohol Permission Form for Under-18 students**

I, (Please write your full name in capital letters)

.....

Give / do not give (please circle one) my express permission to the Principal or delegated senior staff member for my Under-18 son / daughter, (please write student's name)

.....

to drink alcohol on the occasions outlined above.

I understand these will be limited to pre-dinner drinks / High Table occasions when students join the Principal for dining.

Signed.....

Dated .....

## 1.7 STUDENT HEALTH POLICY

College House is committed to providing the highest quality care for students during term times and, under exceptional circumstances, during the University holidays.

### 1. PURPOSE

College House aims to ensure that all students are well cared for during the terms and in particular that students who are unwell are able to get the necessary care and professional advice about their condition that will enable them to recover quickly without undue anxiety. College House will implement procedures to enable identification of who is unwell and to put in place appropriate support structures.

In terms of academic support when students are unwell, this policy needs to be read in conjunction with the Student Special Consideration Policy.

### 2. SCOPE

This policy applies to all students residing at College House.

Management should be informed of all instances of illness (mental or physical) and injury, in order to ensure that the necessary internal and external support systems are in place.

### 3. RESPONSIBILITY

College House is subject to the usual outbreaks of flu and infections that are characteristic of community living in collective spaces. The students also sustain individual infections and illnesses and/or sports related injuries. There are also a small number of students who can suffer depression, anxiety or other psychological and social problems.

Management is responsible for ensuring residents are aware of the support structures in place in the event they suffer illness or injury.

### 4. POLICY

- A flowchart detailing the health issue assessment and response process is included below
- For the purposes of this policy, 'unwell' refers to a physical, emotional or psychological condition
- Students who are unwell are encouraged to tell their Room 16, their RA or to otherwise ensure staff are made aware of the problem
- Should students find this difficult or impossible to do, there are a number of other sources and events from which information can be gathered; other residents, Housekeepers, High Table, bi-annual interviews, student profiles, parents, and casual conversations with staff
- The two most immediate of these are Housekeepers and Room 16's. Management will ensure both groups are aware of what to do if they know/suspect someone is unwell
- Room 16's must inform the main office when a student from their House is missing or has not returned from holiday
- The weekly RA, House Council and Room 16 meetings will all have student well-being as a permanent item on their agendas, however this will not preclude information being passed on informally at other times

- The three members of staff who need to know in the first instance of students who are unwell are the Principal, the Assistant Principal and the House Manager:
  - If the issue is serious and, in some cases quite personal, the Principal is likely to be dealing with parents
  - The Assistant Principal needs to know because their brief is pastoral care of all students and also there may be some academic support required
  - The Operations Manager Operations Manager needs to know to ensure that the student has meals, drinks and any other requirements, for example change of bedding, which may be necessary
  - Other staff will then be informed by one/all of the above as soon as possible.
- The Principal and the Assistant Principal will liaise over best practice required to ensure good communication with other staff, parents, outside professionals and anyone else in the ‘need to know’ category
- The weekly Management Meeting will have student well-being as a permanent part of the agenda and any concerns, information acquired and/or actions taken in the interim, will be discussed as a matter of course.

Concerns of severe or acute mental illness (particularly where threatened or actual self-harm is involved) will be referred to the mental health crisis team at the CDHB. The student(s) parents will be notified and a Wellness Agreement must be prepared and signed by all parties as a condition of their returning to College House.

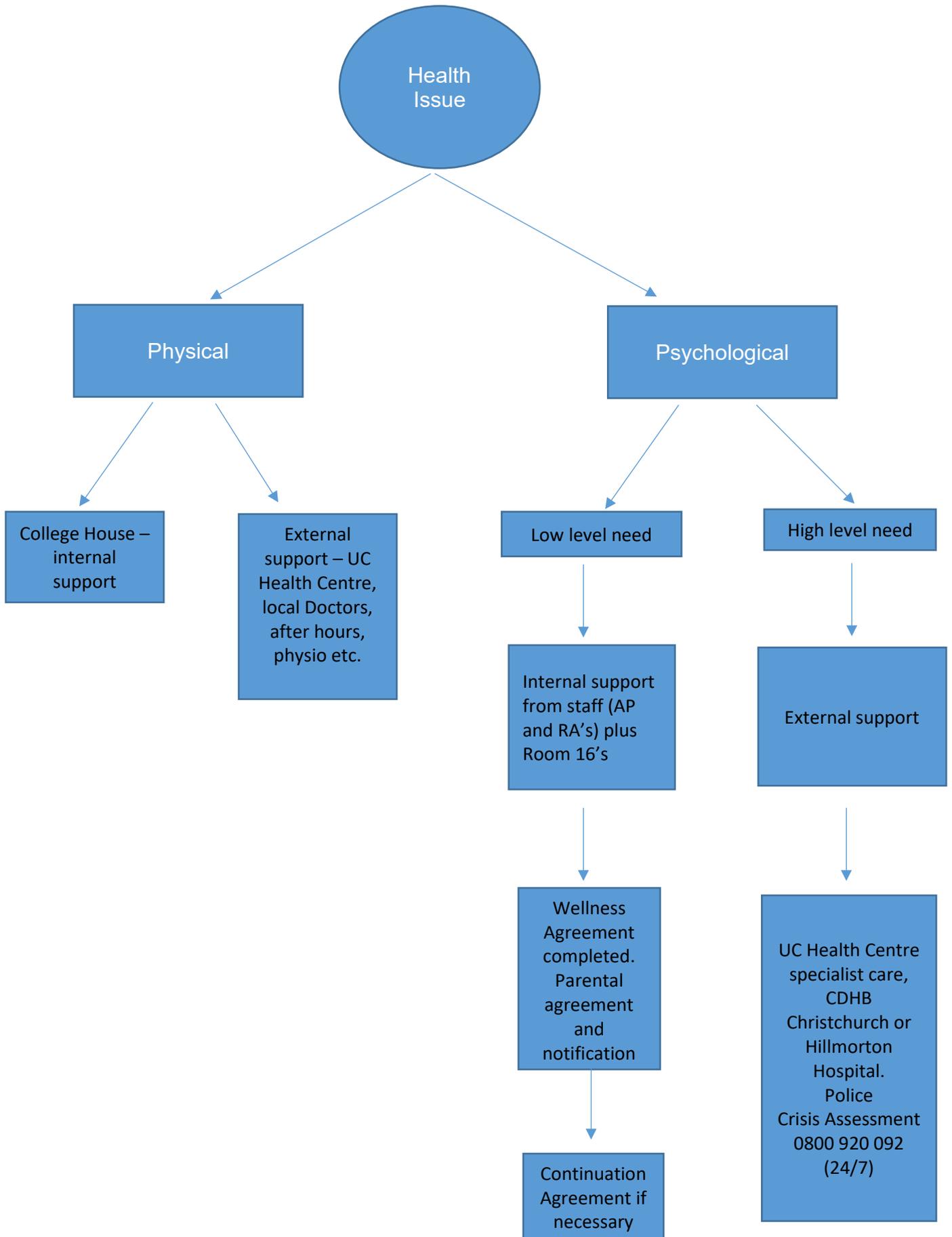
Should the conditions set out in the Wellness (or in any subsequent “Continuation”) Agreement not be met by the student(s), this would constitute Severe Misconduct under the Student Discipline Policy and would be dealt with accordingly.

## **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:                      November 2023**

**Next review:                                November 2024**



## 1.8 STUDENT REFERRAL TO AN OUTSIDE AGENCY POLICY

College House prides itself on its provision of quality care and guidance for students but will sometimes require assistance from external agencies in doing so.

### 1. PURPOSE

Staff members understand that as students shift from the security of home and family to university life they require a greater degree of freedom and need to grow their independence. At College House, a supportive framework and educative process have been established which provide a caring environment in which to grow, while continuing to respect the needs and rights of all College House community members.

### 2. SCOPE

This policy applies to all students residing at College House.

### 3. RESPONSIBILITY

- a) In assisting students to develop important life skills, staff members will promote the College policies and ethos that support our values and also provide a support network within the House.
- b) Our support network includes an external referral system, whereby students identified with particular needs can be appropriately advised and fully supported (if necessary, by the appropriate experts).
- c) Recognising the need to maintain open communication with students, staff will encourage two-way dialogue both informally and formally with all students in the House, assisting each with practical advice, academic mentoring and, if required, the assistance of external service providers or agencies.
- d) These may include University administrative staff and medical and counselling service providers, academic Faculty Heads and external providers of legal or other services.
- e) Students requiring such intervention are encouraged to seek assistance by speaking with someone they trust, such as another student, RA or staff member.
- f) Peers who identify a particular issue regarding a fellow student are encouraged to pass on that concern to the Principal or the Assistant Principal, who will confer and establish an appropriate action plan aimed at best meeting the student's welfare, wellbeing and interests. The Principal and Assistant Principal will, to the extent appropriate, respect the privacy of the student(s) involved.

### 4. POLICY

- a) House staff and RA's will be encouraged to interact regularly with all students with a view to monitoring the wellbeing and progress of each
- b) Every leadership group in the House will, at regular meetings, include Student Wellbeing as an agenda item and will follow up any issues identified
- c) The Principal and Assistant Principal will meet formally with every first-year student at least once during their first year and with every returning student as deemed necessary
- d) A support strategy will be discussed and agreed by Management for students identified at the various meetings as possibly requiring assistance

- f) That strategy may, with the student's input, involve referral of the student to an external body either at the University or in the wider community. The student and the staff involved would discuss the potential involvement of a parent, if appropriate
- g) In the event of serious staff concern over a student's wellbeing, staff of the College reserve the right to contact that student's parents; the student would be advised of this course of action.

## **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November2024**

## 1.9 STUDENT SPECIAL CONSIDERATION POLICY

College House is committed to ensuring that all students have equal opportunity to be successful in their academic studies at the University.

### 1. PURPOSE

Special consideration is a University of Canterbury process intended for students who have genuine reasons for being unable to complete assessment items satisfactorily due to illness, or whose performance during part or all of the year has been seriously impaired by circumstances that have created stress and anxiety for the student.

It is also an instrument of fairness in ensuring that all students have the same, reasonable opportunity to succeed at their studies, even when there are circumstances beyond their control that inhibit maximum performance.

### 2. SCOPE

This policy applies to all students residing at College House.

### 3. RESPONSIBILITY

College House will support and assist any such disadvantaged student in working through the special consideration process with the University.

### 4. POLICY

- Students will be encouraged to notify illness through the University Health Centre, as the Centre provides medical certificates and distributes the required forms as soon as possible to relevant University academic staff.
- Students will need to complete on-line the *Special Consideration for Assessment (Missed Exam/test or Impaired Performance)*, relevant *Departmental Extension* form or *Special Consideration for Late Discontinuation* form.
- If appropriate, College House will provide written support of a student's special consideration application.
- College House will also help individual students to lodge an appeal if there are genuine concerns that justice has not been done or that the process does not appear to have been fairly applied.

### 5. REVIEW

This policy will be reviewed annually but will remain subject to change as the University of Canterbury changes policy on student special considerations.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.10 SEXUAL HARM POLICY

### 1. INTRODUCTION

College House does not tolerate sexual harm and is committed to providing a safe and inclusive environment for all members of the College House community. This policy addresses issues related to sexual harm affecting the College House Hall of Residence.

### 2. SCOPE

This policy applies to all College House residents and staff.

### 3. DEFINITIONS

#### ***Sexual Harm:***

Sexual harm encompasses any sexual harassment or non-consensual:

- sexual act;
- attempt to obtain a sexual act; and/ or
- sexual comments or advances.

This applies to all individuals who are within the scope of the policy, regardless of their relationship to the victim, in any setting, including the College House Hall of Residence and the University of Canterbury's campus.

Consent cannot be assumed; it must be explicitly sought and received. The fact that a person does not say 'no' to, or does not physically resist, a sexual act does not mean that they consent to it. Any person is free to withdraw their consent at any time prior to or during a sexual act, for any reason. Individuals who are coerced, intoxicated by alcohol or drugs, or are affected by any incapacitating factor, cannot consent.

Coercion may involve various forms, including (but not limited to):

- varying degrees of physical force;
- psychological intimidation;
- blackmail; and/or
- threats (of physical harm or of not obtaining a job/grade etc.).

For clarity, sexual harm:

- does not necessarily involve physical violence;
- can occur within relationships;
- can occur through electronic communication (for example, email, text, or social media);
- includes image-based abuse (also known as revenge porn or sextortion) which is the non-consensual taking or sharing of intimate images or video; and
- can be experienced by anyone regardless of their age, sex, gender, status, culture, ability, or sexuality.

Sexual harm also includes 'Sexual Harassment'.

### ***Sexual Harassment:***

Sexual Harassment is any unwelcome attention of a sexual nature that is either repeated, or of such a significant nature, that it is capable of having a detrimental effect. This may include an implied or express promise of reward for complying with a sexual request, and/or an implied or expressed threat of reprisal for not complying with such a request.

Examples of sexual harassment include, but are not limited to:

- Offensive comments of a sexual nature;
- Sexual or inappropriate jokes;
- Repeated comments or teasing about someone's alleged sexual activities or intimate relationships;
- Persistent, unwelcome social invitations, telephone calls, or emails;
- Offensive hand or body gestures;
- Leering or ogling;
- Unwelcome physical contact e.g., patting, pinching, touching, or putting an arm around another person; and
- Provocative visual material in either hardcopy or electronic media.

Language or materials used for genuine educational purposes do not constitute sexual harassment. However, sexually explicit academic material should be accompanied with advance notice whenever possible.

#### **4. PRINCIPLES**

- Respect and dignity are fundamental. Every individual has the right to be treated with respect and dignity, regardless of their gender, sexual orientation, or any other characteristic.
- Consent is essential.
- Reporting is encouraged for any sexual harm incident to ensure the safety of the College House community. Individuals are encouraged and supported to report any incidents of sexual harm as soon as possible.
- College House's response to sexual harm will be trauma-informed and will endeavour to avoid re-traumatising anyone who has experienced sexual harm.

#### **SUPPORTIVE ENVIRONMENT**

College House will foster a culture where all members of the College House community understand their responsibilities, call out inappropriate behaviour, and feel comfortable seeking support.

#### **PREVENTION**

College House will provide regular educational programmes and training sessions including on consent, healthy relationships, and bystander intervention.

## **INFORMAL DISCUSSION**

Anyone who experiences or witnesses sexual harm will be listened to, taken seriously, and supported.

Anyone who experiences or witnesses sexual harm, or who is supporting someone who has experienced sexual harm, is encouraged to confidentially discuss it (as soon as they feel able) with a College House staff member or RA who will explain options and offer support. These discussions will be free of judgement and completely confidential (unless there are concerns that anyone could suffer significant future harm).

As part of that discussion, the College House staff member or RA will:

- Listen;
- Provide information on the range of options that are available;
- Work on solutions and provide support to make a decision;
- Provide referrals to any appropriate individual, professional support or agency who will be able to assist further if required; and
- Follow up to ensure that the person feels supported and satisfied with their decision.

There are no time limits on seeking support or advice.

After seeking advice, the person who has experienced sexual harm might decide they do not want it to take it any further, or they may want to deal with it themselves. They might decide to take the matter further by requesting a facilitated discussion or laying a formal complaint. Either way, it is important they select an option that they are comfortable with.

## **FACILITATED DISCUSSION**

Anyone who experiences sexual harm may seek to address the issue through a facilitated discussion.

A facilitated discussion involves either an internal or external facilitator who is acceptable to both parties. The person who has experienced sexual harm will be given the opportunity to describe the event(s), the impact they have had and how they would like it to be resolved. If the other party wishes to proceed with the facilitated discussion, they will have the opportunity to present their perspective. If they are willing, both parties will then be assisted to work towards an acceptable resolution.

### **Seeking urgent help/ for immediate safety issues**

Anyone who experiences or witnesses sexual harm is encouraged to contact the Police and College House will support them to do so.

Anyone who is not safe, is in immediate danger, or requires immediate medical attention, should contact:

- **Ambulance**  
If you need immediate medical help, phone 111. Ask for an ambulance and tell them where you are.
- **Police**  
If you are in danger and need help now, phone 111. Ask for the police and tell them where you are.
- **Emergency Event on UC Campus**  
0800 823 637 or ext. 92111 (from Campus landline). Press the red button on one of the 13 help point towers located across campus.

## 5. FORMAL COMPLAINT PROCESS

Where a person experiences or witnesses sexual harm and wishes to make a formal complaint, that complaint should be made to the Principal, Assistant Principal, Operations Manager, or a RA (whichever of these roles that the person feels comfortable making a complaint to). If the complaint is not made to the Principal or Assistant Principal, it will be escalated to either of them, as appropriate as soon as possible.

Formal complaints can be verbal or in writing and should set out what happened with details of time, date, location, and potential witnesses. If they wish, the person making the formal complaint can say how they would like the matter to be resolved. The formal complaint will be disclosed to the person who is the subject of the complaint to enable it to be investigated and, if necessary, some or all the formal complaint may be disclosed to witnesses as part of an investigation into the alleged conduct.

In some cases, College House is required to report to the University of Canterbury with information on harm that occurs at College House.

If disclosure is required to the person who is subject of the complaint, witnesses and/or the University of Canterbury, College House will ensure that it has first informed the complainant of the timing of disclosure and developed a protection plan with them.

All formal complaints will be thoroughly investigated by College House in a timely and proportionate way. The investigation process will follow natural justice principles and, in the case of staff, relevant employment law. In some circumstances, College House may decide to engage an external investigator to carry out the investigation.

Support services and counselling will be offered to anyone who experiences or witnesses sexual harm. College House will provide support in contacting external agencies including police, victim support services and health organisations.

Where harmful sexual behaviour is reported and is outside the scope of this policy, the incident(s) will not be investigated by College House.

Where sexual harm is perpetrated by a person who was not a resident, staff member, or otherwise associated with College House at the time of the incident(s), the incident(s) will not be investigated by College House. However, College House will still support the harmed

College House person and, if the incident occurs at College House, College House may still wish to review what learnings it could take from a health and safety perspective.

Where the alleged conduct is the subject of an active criminal investigation or public prosecution, any formal investigation by College House may be deferred pending resolution of the criminal process. Interim measures may be imposed whilst the investigation process is deferred to ensure the safety and well-being of all hall residents and staff.

## **6. CONFIDENTIALITY**

All disclosures and formal complaints of sexual harm will be confidential to the extent possible in law. Confidentiality may not be possible in an investigation into the complaint, as College House must respect the principle of natural justice and allow the person accused a fair opportunity to respond. Confidentiality may also not be possible when there is a risk of further significant harm occurring.

Otherwise, College House will not disclose disclosures/ complaints of sexual harm to any person (aside from the Principal and/or Acting Principal) without permission from the person who made the complaint.

In certain circumstances, College House may be required to disclose disclosures/ complaints of sexual harm to the University of Canterbury. In such cases, the person subject to the complaint will be notified of such disclosure as soon as practicable.

If the alleged perpetrator is a College House resident or staff member, College House may need to inform the alleged perpetrator of a formally reported complaint to keep College House residents safe and/or as a requirement of natural justice for disciplinary purposes.

## **7. DISCIPLINARY ACTIONS**

People who cause sexual harm should be accountable and are likely to face disciplinary action(s), including but not limited to a warning (informal or formal), suspension, or expulsion, in accordance with College House's policies.

On an interim basis, and while allegation(s) of sexual harm are being investigated, College House may elect to provide temporary accommodation outside of its premises for:

- any person who has experienced sexual harm;
- any person who is at risk of sexual harm; or
- the alleged perpetrator.

College House will discuss any proposal for temporary accommodation with the complainant and the person who is the subject of the complaint before making decisions about temporary accommodation. Any temporary accommodation will be at College House's expense.

College House will take appropriate steps to keep its residents and staff safe, which may include forbidding alleged perpetrators of sexual harm (whether they are residents or not)

from attending College House either temporarily or permanently, depending on the circumstances.

Residents who are found to have perpetrated sexual harm are not entitled to any refund of College House fees where they are forbidden from attending College House for a period or expelled.

## **8. CONCLUSION**

This Policy sets out College House's commitments to preventing sexual harm and appropriately responding to incidents of sexual harm, including by providing support to those affected.

## **9. REVIEW AND REVISION**

This policy will be regularly reviewed and updated as needed to reflect changes in legislation and best practices.

### **OTHER SUPPORT AND ADVICE AVAILABLE:**

#### ***On-campus support***

##### *Campus Security*

0800 823 637 (24/7 Emergency Number)

Atawhai Ākonga | Student Care

Contact details: Tel. 03 369 3388. Email: [studentcare@canterbury.ac.nz](mailto:studentcare@canterbury.ac.nz)

##### *Rainbow Advisors*

Contact details: Tel. 03 369 1071. Email: [rainbow@canterbury.ac.nz](mailto:rainbow@canterbury.ac.nz)

##### *Māori Development Team*

Contact details: Tel. 03 369 1025. Email: [ucmaori@canterbury.ac.nz](mailto:ucmaori@canterbury.ac.nz)

##### *Pacific Development Team*

Contact details: Tel. 03 369 3410. Email: [pasifika@canterbury.ac.nz](mailto:pasifika@canterbury.ac.nz)

##### *Te Whare Hauora | UC Health Centre*

Contact details: Tel: 03 369 4444. Email: [admin-healthcentre@canterbury.ac.nz](mailto:admin-healthcentre@canterbury.ac.nz)

##### *UCSA Advocacy & Welfare*

Contact details: Tel. 03 369 0555. Email: [help@ucsa.org.nz](mailto:help@ucsa.org.nz)

#### ***Support in the community***

##### *Police*

<https://www.police.govt.nz/advice-services/sexual-assault-and-consent>

For immediate help if unsafe, and/or to report and make a formal complaint. The website provides information and videos about sexual assault, consent, and the reporting process.

Phone 111 (in an emergency), or (03) 3637400

*AVIVA Sexual Assault Support*

<https://www.avivafamilies.org.nz/i-need-help/Sexual-Assault-Support/>

24/7 support available for victims of sexual assault/rape living in Canterbury. Supports people of all genders and victims of both recent and historic assaults. You do not have to report an assault to receive help. Support includes referrals to the Cambridge Clinic, providing a designated support person who can be there with you at the clinic, during police processes, and ongoing support to assist recovery.

24/7 Helpline (for people in Canterbury): 03 378 3847 or 0800 28482 669.

Email: [enquiries@aviva.org.nz](mailto:enquiries@aviva.org.nz) (inbox checked Mon-Fri, 9-5).

*The Cambridge Clinic*

<https://cambridgeclinic.co.nz/>

This is a specialist medical service for people who have been sexually assaulted or abused recently or in the past. The Clinic sees anyone, regardless of gender, age, sexual orientation, ethnicity, disability, or residential status. Specially trained staff provide medical and forensic examinations and practical and emotional support. (The clinic can safely store evidence to give you time to think about what you want to do - if anything)

The Clinic also provide STI checks, emergency contraceptives and referrals to other specialist agencies.

119 Bealey Avenue, Christchurch 8013.

Tel: 03 3665448.

Email: [office@cambridgeclinic.co.nz](mailto:office@cambridgeclinic.co.nz)

*Safe to Talk | Kōrero mai ka ora*

<https://safetotalk.nz/>

This a national 24/7 Sexual Harm Helpline for victims of sexual harm that provides both confidential and free support and advice. Trained specialists are available 24/7 to answer questions about sexual harm, provide information about what to expect if you report to Police, and make referrals to specialist services in your region,

Phone 0800 044 334

Text 4334

Email: [support@safetotalk.nz](mailto:support@safetotalk.nz) or access webchat via their website

<https://safetotalk.nz/>

*Victim Support | Manaaki Tangata*

<https://www.victimsupport.org.nz/>

This is a national, independent charity providing free and confidential 24/7 support for anyone affected by crime, or other traumatic events including sexual harm. It offers immediate and short-term emotional support, practical assistance, information, referrals to other agencies and support through the criminal justice system.

24/7 Helpline: 0800 842 846

Text 1737

*Te Puna Oranga*

<https://www.healthpoint.co.nz/community-health-and-social-services/sexual-harm/te-puna-oranga/>

This is a Kaupapa Māori service working with whānau affected by sexual violence and trauma. There is a confidential 24/7 phone helpline.

Tel: 0800 222 042.

Email: [info@tepunaoranga.co.nz](mailto:info@tepunaoranga.co.nz)

*Male Survivors Canterbury*

<https://www.canmen.org.nz/male-survivors-canterbury>

Provides support services for men dealing with sexual trauma, including counselling, support groups peer support and advocacy.

Tel: 03 365 9000.

Email: [survivor@canmen.org.nz](mailto:survivor@canmen.org.nz)

## 1.11 STUDENT BULLYING AND HARASSMENT POLICY

College House recognises and supports the right of every individual within its community to function in a safe and secure environment, without fear of ridicule, torment or harassment.

### 1. PURPOSE

To establish policies and procedures for the reporting and investigation of allegations of student bullying or harassment.

### 2. SCOPE

This policy applies to all student residents of College House.

### 3. RESPONSIBILITY

Managers, RA's and student leadership groups are to ensure that within their area of control, this policy and the investigation procedures are known and understood.

Students are responsible for ensuring that they understand the policy and the process for reporting bullying or harassment.

### 4. POLICY

For the purposes of this policy:

**Bullying** is defined as repeated and unreasonable behaviour directed towards a student or group of students that creates a risk to their mental or physical health and safety. Behaviours that amount to bullying may be overt (such as open hostility and intimidation), covert (spreading false and malicious rumours, for example), or both.

**Harassment** is defined as unwelcome, unsolicited and unreciprocated behaviour that may reasonably be expected to offend, humiliate or intimidate another.

**Sexual harm** may arise from sexually oriented jokes or innuendo, public displays of offensive material, offensive gestures, inappropriate inquiries into the private life of another, the demanding of sexual favours and/or actual sexual harm. Such behaviour is considered harassment when it is unwelcome and has a detrimental effect on the recipient's ability to function normally.

**Racial harassment** includes, but is not limited to, the publishing of written matter or uttering of words likely to incite hostility against, or bring into contempt, any person on the grounds of the colour, race, ethnic or national origins of that person.

#### **Allegations of Bullying or Harassment**

College House will respond promptly, appropriately and fairly to allegations of bullying or harassment.

- a) Any such allegations should initially be directed to the complainant's their RA or to the Assistant Principal. Where the subject of the complaint is a staff member then the matter should be referred to the Principal. In the event the Principal is deemed inappropriate, the complaint should instead be raised directly with the Chair of the Board of Governors.
- b) The student raising the complaint must clearly state in writing the basis of, and evidence for, the complaint and in sufficient detail to enable the matter to be investigated fully.
- c) Any complaint of bullying or harassment must be raised as soon as practicable after the incident being complained of, and follow-up action must be initiated within a week of the complaint being lodged.

- d) Complainants may withdraw from the process at any stage however this will not necessarily halt an investigation or further action where the Bursar, Principal or Board of Governors (as applicable) deems there to be an ongoing risk to personal safety or property of the complainant, the person(s) complained about, or any other member of the College House community, or where there could be legal or other implications for College House if action does not follow.

### **Investigation**

Bullying or harassment complaints will be promptly and fully investigated by an appropriate senior member of management, overseen by the Principal. If the matter is considered to be of a more serious nature however, the Principal will inform the Board of Governors and an independent investigator may be appointed.

The investigation process will be based on the following principles:

- That the matter is being treated seriously
- It will be dealt with as promptly as circumstances allow
- Non-victimisation of the complainant will be ensured
- All parties will be supported through the process
- Within the bounds of the questioning required, confidentiality will be maintained

All investigations will follow due process to ensure they are fair and unbiased and the person(s) against whom the complaint is brought is afforded natural justice. That person or persons will be spoken to immediately following the lodging of grievance and a written complaint summary will be prepared and given to both parties.

Following completion of the investigation, full details of the complaint process and outcome will be communicated in writing to both parties.

If the allegation is found to have substance, the follow up process for the perpetrator(s) may include education, training, counselling and/or a formal apology to the complainant if appropriate.

If the investigation uncovers matters that should be investigated by external regulatory agencies such as the Police, then those matters will be promptly referred to those regulatory agencies.

Complaints of bullying or harassment are taken very seriously and, if it is found after investigation that the complaint is malicious, vexatious or frivolous, this will constitute grounds for disciplinary action against the complainant.

### **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.12 STUDENT GRIEVANCE (FORMAL COMPLAINT) POLICY

College House recognises and supports the right of every individual within its community to function in a safe and secure environment. Should a member of the College community become sufficiently concerned or aggrieved about the conduct of another of its members that they raise a grievance (formal complaint), the College will address the matter as laid out in this policy.

### 1. PURPOSE

To establish policies and procedures for the raising and investigation of student grievances.

### 2. SCOPE

This policy applies to all student residents of College House.

### 3. RESPONSIBILITY

Managers, RA's and student leadership groups are to ensure that within their area of control, this policy and the investigation procedures are known and understood.

Students are responsible for ensuring that they understand the policy and the process for raising grievances.

### 4. POLICY

#### Grievance

For the purposes of this policy, "*grievance*" is defined as an official statement of complaint over treatment believed to be wrong or unfair and causing of distress.

#### Raising a Grievance

Student grievances should initially be directed to student leaders, their RA or to the Assistant Principal. Where the subject of the complaint is a staff member, then the matter should be referred to the Principal. In the event the Principal is deemed inappropriate, the grievance should instead be raised directly with the Chair of the Board of Governors.

The student raising the grievance must clearly state in writing the basis of, and evidence for, the grievance and sufficient detail must be supplied to enable the matter to be investigated fully.

In all cases, a grievance must be raised within 3 months of the incident(s) occurring and follow-up action must be initiated within a week of the complaint being lodged.

Complainants may withdraw from the process at any stage however this will not necessarily halt an investigation or further action where the Bursar, Principal or Board of Governors (as applicable) deems there to be an ongoing risk to personal safety or property of the complainant, the person(s) complained about, or any other member of the College House community, or where there could be legal or other implications for College House if action does not follow.

#### Investigation

- a. Grievances will be promptly and fully investigated by an appropriate senior member of management, overseen by the Principal. If the matter is considered to be of a more serious nature however, the Principal will inform the Board of Governors and an independent investigator may be appointed.

- b. The investigation process will be based on the following principles:
- That the matter is being treated seriously
  - It will be dealt with as promptly as circumstances allow
  - Non-victimisation of the complainant will be ensured
  - All parties will be supported through the process
  - Within the bounds of the questioning required, confidentiality will be maintained
- c. All investigations will follow due process to ensure they are fair and unbiased and the person against whom the grievance is brought is afforded natural justice. That person will be spoken to immediately following the lodging of grievance and a written complaint summary will be prepared and given to both parties.
- d. Following completion of the investigation, full details of the complaint process and outcome will be communicated in writing to both parties.
- e. If the allegation is found to have substance, the follow up process for the perpetrator may include education, training, counselling and/or a formal apology to the complainant if appropriate.
- f. If the investigation uncovers matters that should be investigated by external regulatory agencies such as the Police, then those matters will be promptly referred to those regulatory agencies.
- g. The College reserves the right to dismiss the perpetrator in the case of a serious incident.

## 5. EXTERNAL COMPLAINT OPTIONS

This Policy covers only the College House internal complaints procedure.

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 requires that students are also made aware of external complaint and dispute resolution options and processes. These include but are not limited to the following:

- Code Administrator's complaints process:  
<https://www.canterbury.ac.nz/support/concerns/students/#:~:text=Who%20can%20I%20contact%20for,you%20through%20the%20complaints%20procedures.>
- Education Quality Assurance Agency complaints process and Dispute Resolution schemes  
<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/learner-complaints/>

## 6. REVIEW

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.13 STUDENT DISCIPLINE POLICY

College House is committed to providing students with a caring and supportive environment and has high expectations for student conduct, particularly in terms of respect for self, others and the environment. Students will at times behave in ways that fall below these expectations.

### 1. PURPOSE

Misconduct may be a sudden event, or a series of misbehaviours over time. The purpose of this policy is to establish a process for investigating and, if necessary, sanctioning of students for any such misconduct.

### 2. SCOPE

This policy applies to all student residents of College House.

### 3. RESPONSIBILITY

Managers, RA's and student leadership groups are to ensure that within their area of control, this policy and the possible outcomes for breaches of policy are known and understood.

Students are responsible for ensuring that they understand the policy and the process. Each student at College House has a set of responsibilities that include, but are not limited to, the following:

- Actively seeking to positively engage with the College and the wider community
- Taking responsibility for their own health and safety and that of those around them
- Becoming fully acquainted with, and acting in accordance with, the College House policies and procedures, published here and in the College House Handbook
- Respecting the rights and property of others, both on and off the College House campus
- Behaving at all times in a manner that does not bring the College into disrepute.

### 4. POLICY

Details of all reported incidents, misbehaviours and follow-up are formally recorded, either in staff file notes, on the Google Incident Log or in the RA Daily Report form. These documents are reviewed at the weekly RA meetings or as soon as practicably possible, where the incident is of a serious nature.

Misconduct will fall within one of three levels whose definitions and consequences are detailed below:

- "*Minor misconduct*" is low-level misbehaviour that will result in the student(s) concerned being spoken to by the RA's or the management team.

As a general guide, all students must conform to at least the minimum standards and expectations of living in a communal setting such as College House.

- "*Moderate misconduct*" will include such misbehaviours as heavy intoxication, property damage and anti-social acts, such as vomiting or urinating in inappropriate areas.

In these instances, the Principal will meet with the student(s) concerned to confirm the circumstances and to consider anything put forward in mitigation. At the Principal's discretion, the misconduct can result in fines, drinking bans, warnings and/or, community service around College House or in the wider community. The outcome will be confirmed in writing along with the expectations of improved behaviour.

- “Severe misconduct” will include, but not be limited to, instances of assault, sexual harm, use or supply of illegal drugs, abuse of staff, climbing on buildings and non-compliance with the terms of an individual “Wellness” or “Continuation” Agreement.

As with moderate misconduct above, the Principal will meet with the student(s) concerned to confirm the circumstances and to consider anything put forward in mitigation. With case of severe misconduct, and exclusion is considered an option the Principal will meet with the Board Chair to review the outcome. Consequences are more serious for this type of misconduct and the matter may require Police involvement, if not already initiated by them. Aside from any legal consequences that might accrue, College House disciplinary outcomes will include temporary suspension or permanent exclusion from the House.

A flowchart detailing the process for responding to misconduct is included below. In all disciplinary meetings, the student has the right to have a support person in attendance. That person may be another student, or an RA or, in the case of severe misconduct, a legal representative.

It is possible that an incident will occur that requires urgent action for the safety of other College House residents and, in that instance, immediate expulsion may be the result.

In the normal course of events however, where suspension is being considered, the Principal will:

- Make a final decision on the matter only after consultation with the management team and a full review of the facts and any mitigations
- Inform the student(s) in person and notify their parents
- Notify the Board Chair of the circumstances for review
- Confirm the decision to the student(s) in writing, detailing the consideration process and outcome and, in the case of suspension, advising that repeat behaviour will instigate a review of place and possible expulsion
- Arrange a meeting with the student(s) on their return from suspension to reiterate the seriousness of the matter and the consequences of any repetition.

Where an exclusion is being considered

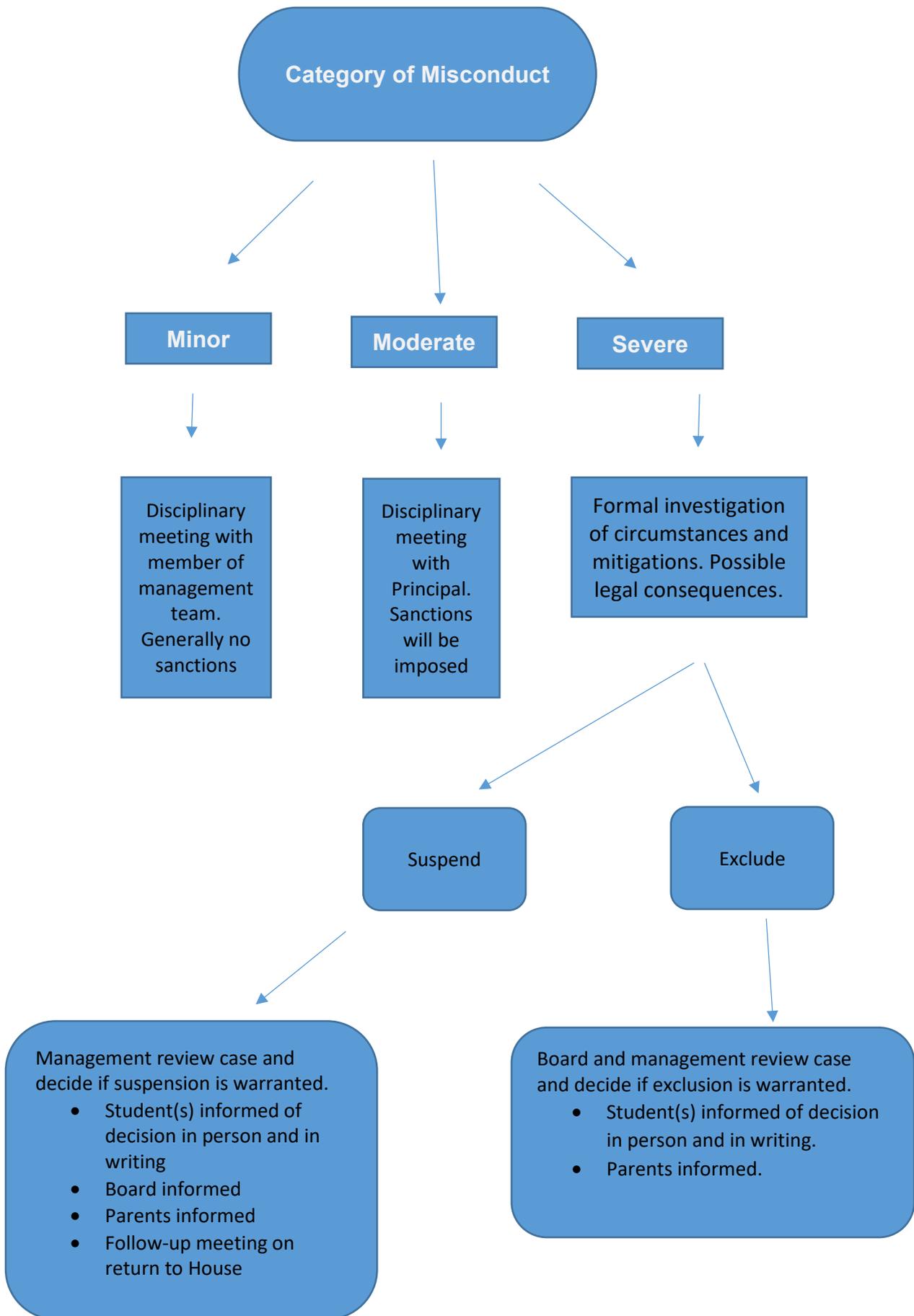
- Board and management will review the case and decide if exclusion is warranted
- There will be a full review of the facts and any mitigations
- Inform the student(s) in person and notify their parents
- Confirm the decision to the student(s) in writing, detailing the consideration process and outcome

## 5. REVIEW

This policy will be reviewed annually but will remain subject to change as required.

**Review completed: November 2023**

**Next review: November 2024**



## 1.14 STUDENT LEAVE OF ABSENCE POLICY

College House is committed to fulfilling its obligations under Health and Safety legislation as well as satisfying its general duty of care owed to the students.

### 1. PURPOSE

College House must be aware of all overnight and extended days' absences by students so that when off-site, they may be contacted (and accounted for) by House staff in an emergency or for other reasons. There may also be safety issues that need to be attended to before the individual/group leaves the site.

### 2. SCOPE

This policy applies to all students residing at College House.

### 3. RESPONSIBILITY

Students at College House are young adults and, in that sense, free to come and go as the need arises. There will be times when individuals or groups choose to take time out to enjoy winter or summer outdoor activities, or simply wish to stay out overnight, or for several nights, with family or friends not living at College House. At the same time, there is clearly an expectation from parents and from staff that we would be able to contact all students in an emergency, account for the whereabouts of all students in instances such as fire alarm activations at College House or provide to relevant authorities reasonable whereabouts details of students taking part in outdoor activities off-site.

### 4. POLICY

- Prior to their leaving site, these students are required to sign out using the REACH App, advise student leaders, RA and/or College House staff of their intentions.
- All students will be informed of this requirement at the start-of-year briefing and a reminder will be issued from High Table at the start of each term.
- Regular reminders will also be issued through College House communication channels (leadership groups, RA's, REACH, Hail news platform).
- The information provided will be forwarded to the kitchen, so they are kept informed of students (particularly those with special dietary requirements) leaving site.

### 5. REVIEW

This policy will be reviewed annually but will remain subject to change as required.

**Review completed: November 2023**

**Next review: November 2024**

## 1.15 STUDENT VACATION ACCOMMODATION POLICY

College House aims to ensure that all students are suitably accommodated during the University terms. However, clear guidelines need to be provided for those occasions where students ask to stay at College House outside of those term times.

### 1. PURPOSE

College House is aware that there are an increasing number of circumstances where, for various reasons, students will require accommodation outside term times. Provided that the circumstances are suitably justified, College House will endeavour to meet this requirement.

### 2. SCOPE

This policy applies to all student requests for holiday stayovers.

### 3. RESPONSIBILITY

Management will ensure that requests for accommodation outside of the regulated times are handled consistently, so as to ensure harmony and certainty for all parties.

### 4. POLICY

- Residents are required to vacate their rooms within 24 hours of their last examination at end of each University year.
- From time to time we may have conference groups wishing to use College House during the holidays. In this situation we would contact the student group to discuss use of your room and potential compensation.
- All requests for accommodation outside of these times should be directed in the first instance to the Assistant Principal and students will be allowed to stay for whatever reason but on the understanding that only an evening meal and breakfast foods will be provided.
- In all cases, students who stay during holidays are required to accept the conditions that College House applies to their stay.

### REVIEW

This policy will be reviewed annually but will remain subject to change as required.

**Review completed: November 2023**

**Next review: November 2024**

## 1.16 STUDENT SCHOLARSHIPS POLICY

College House is committed to promoting the highest standards of academic endeavour and maintaining an environment where academic achievement is not only encouraged but celebrated and acknowledged through its scholarship award programme.

### 1. PURPOSE

College House competes with other residential colleges by offering scholarships to current and prospective students of the highest calibre but, in keeping with our strategic vision, also seeks to encourage and acknowledge special endeavour and achievement.

By offering a variety of scholarships College House also aims to encourage student diversity, in particular by assisting those who, for financial reasons, would otherwise be unable to attend.

### 2. SCOPE

Providing the specific scholarship conditions are met, this policy applies to both current and prospective students of College House.

### 3. RESPONSIBILITY

College House will ensure that endowed Trusts and Scholarship Funds set aside for distribution to students are awarded appropriately, so as to ensure the best use of available funds across an optimum number of deserving students.

### 4. POLICY

- College House staff will ensure that our scholarships awards programme is advertised and promoted at every opportunity and that information on the scholarships available is regularly updated on our website and other relevant social media.
- Student recipients of awards will be acknowledged at a special dining occasion and, where possible, the donor, sponsor or an appropriate family member representing the donor will be invited to present the award and meet the recipient.
- Scholarship recipients are expected to formally convey their thanks and appreciation to the donor or donor's family.
- College House will continue to seek new scholarships from alumni, to assist our students and acknowledge their contribution to the House (academically, sports-wise and culturally).
- Each year, returning students and first year students for the following year will be provided with details of the application processes, the selection criteria and the closing dates for submission. This information will also be listed on the College House website.
- Scholarship applications submitted after the closing date will not be considered.
- Senior staff members will review the applications and select the candidates who best meet the criteria outlined in the rubric of the scholarship applied for.
- The number of scholarship awards available is finite and, in the interests of providing fair access to many, the College may decide that it is inappropriate for a current scholarship recipient to be awarded and, to hold concurrently, a second scholarship.
- Scholarship payments will be credited in instalments against the recipients' fees.

- In the event that a student scholarship recipient fails to meet the reasonable academic or performance standards expected, the College will initiate a program of regular performance review and will offer every available support to assist the student's progress.
- In the event that little or no effort is made by the student to improve, then the College would issue a written warning to both student and parent and may decide to terminate that student's scholarship and payments.

## **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.17 STUDENT PRIVACY POLICY

College House is committed to assisting and supporting all of its students, both academically and personally, and the information it gathers at the time of enrolment is required for that purpose.

### 1. PURPOSE

To ensure that information gathered by the College and stored for its internal use, the manner in which that information is collected, and the methods of holding such information, all:

- Comply with the provisions of the Privacy Act 2020, and
- Meet the needs for which the information is collected.

### 2. SCOPE

This policy applies to all student residents of College House.

The information supplied by students will be available for discreet access only, by approved staff members. The specific information collected annually will relate to personal and family contact details, photographic records, academic courses, health and dietary requirements, vehicle ownership, banking, citizenship, ethnicity, prior education and school details and other information as required.

### 3. RESPONSIBILITY

College House is responsible for developing its own discrete suite of policies in matters that support internal residential practice, programs and operational procedures.

As an affiliated body within the University community, College House is inextricably connected with its educational provider, the University of Canterbury. As such, College House aligns its public and educational policies with those of the University. The University's guidelines on Privacy comply with the provisions of the Privacy Act 2020 and inform the College House Privacy Policy.

### 4. POLICY

Use of Personal Information: We may use personal information for the following reasons.

- Providing accommodation services in managing room assignments.
- Billing and processing payments.
- Organising events, activities, or promotions.
- Safety and security purposes
- Meeting legal and regulatory requirements
- Conducting internal research and analysis

Disclosure of personal information: We may disclose personal information to third parties in the following circumstances:

- Service providers and contractors who have assisted in the provision of accommodation services, such as maintenance or security personnel.
- Education institutions, if required for enrolment or related purposes.
- Law enforcement agencies, regulatory bodies, well government authorities is required by law or to protect our legal rights.
- With your consent, to other residents or individuals for social or community purposes.

- We understand that privacy is a fundamental right, and we are committed to maintaining the confidentiality of personal information in accordance with applicable laws and regulations. However, in cases of serious misconduct, we recognise the importance of balancing privacy rights with the need of for accountability and the protection of others.
- In the case of any incidents or an incident or behaviour of serious misconduct that are of such a nature that they may bring criminal charges or are so serious that the College House security and/or reputation and/or ability to function is compromised, the University of Canterbury will be informed of (Level 3 & 4 incidents) these incidents or incident, and/or behaviour of serious misconduct of the student concerned as part of our Partnership Agreement with them.

#### Security and storage of information

- All student members of the community have a right to expect that the personal information made available will be used only for internal purposes that relate directly to the learning and operational functions for which the information was sought. This includes both hard copy and digitally stored information.
- The College will make every effort to keep personal records secure. Safe storage measures will include:
  - keeping non-current material in locked filing cabinets
  - ensuring personal files are not exposed to non-authorised persons
  - locking offices while not in use
  - ensuring records are not left open in workspaces overnight
  - appropriately disposing of personal information no longer required
  - Computers and any server with student information are only accessible by approved or appropriate staff
- The community will be advised that outside organisations seeking access to information about any person or persons within the community must be referred directly to the Principal, who will have responsibility for any such interaction.

#### Use and disclosure of information.

- Data will be stored with protected access for use only by senior staff members and will not be used or misused or passed on to others outside the College and University community without the signed approval of the individual concerned.
- Staff will be reminded of the need for care when sending and copying emails to avoid privacy breaches occurring.

#### Access to academic information

- As part of its service provision to students, College House requires students, on enrolment, to provide signed permission for senior staff to access their semester examination results and termly progress updates from tertiary academic staff members.

#### Access to social media sites

- With the exception of the College House RA team (who require access for reasons of student

health and safety), staff members will not share students' social media sites.

### Complaints

- If any person wishes to express concern about policy breaches occurring, they should see the Principal, who will investigate and report back on the matter promptly.

### **5. REVIEW**

This policy will be reviewed annually but will remain subject to change as required.

**Review completed:      November 2023**

**Next review:              November 2024**

## 1.18 FIREARMS STORAGE POLICY

New rules require all firearms licence holders must meet requirements for the safe and secure storage and transportation of firearms and ammunition. College House has installed a gun safe capable of holding guns and College House complies with legal requirements.

### 1. Purpose

The policy specifies what and how firearms will be stored in safe and legal manner. The safe is currently located in a locked building on site, bolted to the wall and floor, separating guns from ammunition.

### 2. Scope

- The policy applies to all College house students and staff.
- All lethal weapons storage applications are at the discretion of the College House Principal and apply to competitive shooters only.

### 3. Responsibility

Only appointed staff will take responsibility for storing and accessing firearms and ammunition for students. No student will have access to the firearms storage without an appointed staff member present. Such staff will be appointed by the Principal.

### 4. College House Requirements

- Keys to the gun cabinet are secured in two separate locked places in keeping with regulations due to having ammunition storage in the top section with a different key to the lower weapons section.
- Limited ammunition will be stored in the gun safe.
- Any person transporting a weapon to and from College House must comply with the current legal requirements including having a current valid firearms licence, the firearms and ammunition must be concealed from view, firearms must be made inoperable, or trigger locked and not be loaded.
- Any person transporting ammunition must have it in a locked metal container concealed from view.

### Review

This policy will be reviewed annually but will remain subject to change as required.

**Review completed: November 2023**

**Next review: November 2024**