

## Information for students

The Tertiary Education Commission, NZQA and StudyLink have been advised that BEST Pacific Institute of Education has closed.

Our top priority is ensuring you get the information you need to make decisions about your ongoing studies.

You can also find the most current information to help with your study decisions on the front page of the Tertiary Education Commission website ([www.tec.govt.nz](http://www.tec.govt.nz)). We will update it online when necessary.

### 1. I'm receiving student allowance payments – what happens to those now?

If you are currently receiving Student Allowance or Student Loan Living Cost payments for your study with BEST, these will continue for four weeks to give you time to consider your options. It's really important that you make a decision on what you want to do as soon as you can to ensure your financial support continues. If you have any concerns you should contact StudyLink and they can assist you.

### 2. What are my alternative study options?

There are four other education providers who you can continue your studies with – offering the same or a similar qualification. Their details are listed below. We have selected them to help you because of their strong abilities to help you finish your qualification. They have all received either category 1 or 2 ratings in NZQA's review processes, meaning you can be confident in their educational performance. Each of these four education providers has set up dedicated teams of people to ensure you have all the support you need to move and continue your studies if you choose to do so. When you contact them, let them know you are a BEST student.

These four education providers are available to help you. They have set up meetings at their training sites for you to attend if you wish. You should attend the meeting at the site where the new programme is offered. See appendix 1 or 2 for more details. You can contact the providers directly if you need any more information about the meeting, or if you need to meet at a different time.

Provider	Meeting Location	Contact details	Meeting Date/Time
Manukau Institute of Technology	Otara Campus, NQ106, Gate 14, Alexander Crescent, Otara.	<a href="mailto:askmit@manukau.ac.nz">askmit@manukau.ac.nz</a> 0800 ASK MIT	Date: 5 or 6 December Time: All day
Manukau Institute of Technology	Manukau Campus, Floor 2, Cnr Manukau Station Rd & Davies Ave, Manukau City.	<a href="mailto:askmit@manukau.ac.nz">askmit@manukau.ac.nz</a> 0800 ASK MIT	Date: 5 or 6 December Time: All day
Skills Update Training Institute	Mangere Campus, 59 Tidal Rd, Mangere.	0800 438 754 Freetext MAN to 590 and a Skills Update staff member will call you back <a href="mailto:pania@skillsupdate.co.nz">pania@skillsupdate.co.nz</a>	Date: 5 or 6 December Time: All day

Provider	Meeting Location	Contact details	Meeting Date/Time
Skills Update Training Institute	Kelston Campus, 12-14 Cartwright Rd, Kelston.	0800 000024 Freetext KEL to 590 and a Skills Update staff member will call you back <a href="mailto:pania@skillsupdate.co.nz">pania@skillsupdate.co.nz</a>	Date: 5 or 6 December Time: All day
New Zealand School of Education	Manukau Campus, 6 Osterley Way, Manukau City.	<a href="mailto:study@nzse.ac.nz">study@nzse.ac.nz</a> 0800 99 88 11	Date: 5 or 6 December Time: All day
Advance Training Centre	Manukau Campus, 6 Osterley Way, Manukau City.	<a href="mailto:study@advancetraining.ac.nz">study@advancetraining.ac.nz</a> 0508 282 282	
New Zealand School of Education	New Lynn Campus, 3033 Great North Rd, New Lynn.	<a href="mailto:study@nzse.ac.nz">study@nzse.ac.nz</a> 0800 99 88 11	Date: 5 or 6 December Time: All day
Advance Training Centre	New Lynn Campus, 3033 Great North Rd, New Lynn.	<a href="mailto:study@advancetraining.ac.nz">study@advancetraining.ac.nz</a> 0508 282 282	

At your meeting you will be able to:

- Find out more about what the education provider can offer for you and your continued study
- Talk about when you can start
- Get help to complete enrolment forms
- Begin work on developing your individual learning plan to enable you to complete remaining courses.

### 3. Do I have to go to these providers?

No. If you find an alternative provider offering a similar qualification to the one you were studying at BEST, you may make your own arrangements to study there instead. You can also choose to end your study. If you do want to pick a different provider to one of the four already approved, you should seek advice from StudyLink on how this may affect your fees and financial support.

### 4. I have paid some fees to BEST – what happens to those now?

BEST is required to ensure that the fees for the parts of your course you haven't yet completed are refunded. You won't receive a refund for the parts of your course you have already finished.

If you paid fees using a student loan, any refunded fees for the non-taught parts will be paid back to StudyLink to lower the amount of your loan. This will be listed on your loan statement. If you paid the fees without a student loan, the fees for the non-taught parts will be refunded to you.

### 5. I have completed some courses/papers/modules at BEST – what will happen to all of this work?

Your new provider will look at the learning you did at BEST and give you recognition for that work where appropriate. They will have a process for what parts of your prior learning they can recognise. Your new provider will want to see your course work and results so please take copies of your results or transcripts when you go to meet them. BEST will also make records of your study available to your new provider. You will not have to pay additional fees to your new provider if there is enough evidence that you have satisfactorily completed that learning at BEST. If you choose not to continue your studies for now, the portions of your qualifications you have completed may still be recorded by NZQA.

## 6. Who can I contact if I have more questions?

<b>My questions are about.....</b>	<b>Who I should contact</b>	<b>Contact Details</b>
Alternative study options	The Tertiary Education Commission (TEC)	0800 601 301 sectorhelpdesk@tec.govt.nz
Fee refunds and study records	NZQA	0800 697 296 bestpacific@nzqa.govt.nz
Student financial support	StudyLink	0800 88 99 00 Please have your client number handy
The qualifications offered at the providers in Appendix 1 or 2	The providers directly	See the table in question 2

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### Appendix 1: Alternative study options for BEST's students – SAC funding

Your course is a SAC funded one if it is at level 3 and above, and you have paid fees. There are no age restrictions relating to this fund.

Qual Code	Qualification Name	Current BEST Location	Alternative Provider	Alternative Qual Code	Alternative Qual Name	Alternative Provider Location
ND0783	National Diploma in Business L5	Manukau City	MIT	ND2459	New Zealand Diploma in Business L5	Manukau City
ND0783	National Diploma in Business L5	New Lynn	MIT	ND2459	New Zealand Diploma in Business L5	Manukau City
PC9635	Cert in Foundation Education (Teaching) L4	Manukau City	MIT	NZ2850	NZ Cert in Early Childhood Education & Care L4	Otara
PC5003	Bachelor of Performing Arts (Pacific) L7	Avondale	MIT	1766	Bachelor of Creative Arts (Performing Arts) L7	Otara
NZ2202	NZ Cert in Tourism L4	Manukau City	MIT	NZ2202	NZ Cert in Tourism L4	Otara
NZ2202	NZ Cert in Tourism L4	New Lynn	MIT	NZ2202	NZ Cert in Tourism L4	Otara
NZ2235	NZ Cert in Retail L3	Manukau City	Skills Update	NZ2235	NZ Cert in Retail L3	Mangere
NZ2235	NZ Cert in Retail L3	New Lynn	Skills Update	NZ2235	NZ Cert in Retail L3	Kelston
NZ2452	NZ Cert in Business (Admin & Technology) L3	Manukau City	MIT	NZ2452	NZ Cert in Business (Admin & Technology) L3	Manukau City
NZ2452	NZ Cert in Business (Admin & Technology) L3	Manukau City	Skills Update	NZ2452	NZ Cert in Business (Admin & Technology) L3	Mangere
NZ2452	NZ Cert in Business (Admin & Technology) L3	Manukau City	Advance Training Centre and NZSE (NZSE Group)	NZ2452	NZ Cert in Business (Admin & Technology) L3	Manukau City
NZ2452	NZ Cert in Business (Admin & Technology) L3	New Lynn	Advance Training Centre and NZSE (NZSE Group)	NZ2452	NZ Cert in Business (Admin & Technology) L3	New Lynn
NZ2452	NZ Cert in Business (Admin & Technology) L3	New Lynn	Skills Update	NZ2452	NZ Cert in Business (Admin & Technology) L3	Kelston
NZ2461	NZ Cert in Business (Admin & Technology) L4	Manukau City	MIT	NZ2461	NZ Cert in Business (Admin & Technology) L4	Manukau City
NZ2461	NZ Cert in Business (Admin & Technology) L4	Manukau City	Advance Training Centre (NZSE Group)	NZ2461	NZ Cert in Business (Admin & Technology) L4	Manukau City
NZ2461	NZ Cert in Business (Admin & Technology) L4	New Lynn	Advance Training Centre (NZSE Group)	NZ2461	NZ Cert in Business (Admin & Technology) L4	New Lynn
NZ2594	NZ Cert in Information Technology Essentials L4	Manukau City	MIT	NZ2594	NZ Cert in Information Technology Essentials L4	Manukau City
NZ2594	NZ Cert in Information Technology Essentials L4	Manukau City	NZ School of Education (NZSE Group)	NZ2594	NZ Cert in Information Technology Essentials L4	Manukau City
NZ2594	NZ Cert in Information Technology Essentials L4	New Lynn	NZ School of Education (NZSE Group)	NZ2594	NZ Cert in Information Technology Essentials L4	New Lynn
NZ2596	NZ Diploma in IT Tech Support L5	Manukau City	MIT	NZ2596	NZ Diploma in IT Tech Support L5	Manukau City
NZ2596	NZ Diploma in IT Tech Support L5	Manukau City	NZ School of Education (NZSE Group)	NZ2596	NZ Diploma in IT Tech Support L5	Manukau City
NZ2596	NZ Diploma in IT Tech Support L5	New Lynn	NZ School of Education (NZSE Group)	NZ2596	NZ Diploma in IT Tech Support L5	New Lynn
NZ2914	NZ Cert in International Freight Logistics L4	Manukau City	MIT	NZ2914	NZ Cert in International Freight Logistics L4	Otara
NZ2914	NZ Cert in International Freight Logistics L4	Manukau City	Skills Update	NZ2573	NZ Cert in Distribution L4	Mangere
NZ2914	NZ Cert in International Freight Logistics L4	New Lynn	Skills Update	NZ2573	NZ Cert in Distribution L4	Kelston

#### Notes:

MIT in Otara is the closest alternative provider for all of BEST's L7 Performing Arts students.

MIT in Otara is the alternative provider for all of BEST's L4 Tourism students.

MIT in Manukau City is the alternative provider for all of BEST's L5 Business students.

**Appendix 2: Alternative study options for BEST’s students – Youth Guarantee funding**

Your course is a Youth Guarantee funded one if it is at levels 1- 3 only, and you have not paid any fees. You can only be enrolled on a Youth Guarantee course if you were aged 15 – 19 at the time you first enrolled.

Qual Code	Qualification Name	Current BEST Location	Alternative Provider	Alternative Qual Code	Alternative Qual Name	Alternative Provider Location
NC5213	Nat Cert in Computing L3	New Lynn	Skills Update	NC0011	Nat Cert in Computing L3	Kelston
NC5214	Business Admin & Computing L2	New Lynn	Skills Update	NC0010	Nat Cert in Computing L2	Kelston
NC2199	NZ Cert in Tourism L3	Manukau City	MIT	NC2199	NZ Cert in Tourism L3	Otara
NC2199	NZ Cert in Tourism L3	New Lynn	MIT	NC2199	NZ Cert in Tourism L3	Otara
NZ2452	NZ Cert in Business (Admin & Tech) L3	Manukau City	MIT	NZ2452	NZ Cert in Business (Admin & Tech) L3	Manukau City
NZ2452	NZ Cert in Business (Admin & Tech) L3	Manukau City	Advance Training Centre (NZSE Group)	NZ2452	NZ Cert in Business (Admin & Tech) L3	Manukau City
NZ2452	NZ Cert in Business (Admin & Tech) L3	New Lynn	NZ School of Education (NZSE Group)	NZ2452	NZ Cert in Business (Admin & Tech) L3	New Lynn
NZ2452	NZ Cert in Business (Admin & Tech) L3	New Lynn	Skills Update	NZ2452	NZ Cert in Business (Admin & Tech) L3	Kelston
NZ2861	NZ Cert in Foundation Skills L1	Manukau City	MIT	NZ2861	NZ Cert in Foundation Skills L1	Otara
NZ2861	NZ Cert in Foundation Skills L1	New Lynn	Skills Update	NZ2861	NZ Cert in Foundation Skills L1	Kelston
NZ2862	NZ Cert in Foundation Skills L2	Manukau City	MIT	NZ2862	NZ Cert in Foundation Skills L2	Otara
NZ2862	NZ Cert in Foundation Skills L2	Manukau City	Skills Update	NZ2862	NZ Cert in Foundation Skills L2	Mangere
NZ2862	NZ Cert in Foundation Skills L2	New Lynn	Skills Update	NZ2862	NZ Cert in Foundation Skills L2	Kelston
NZ2863	NZ Cert in Study and Career Prep L3	Manukau City	MIT	NZ2863	NZ Cert in Study and Career Prep L3	Manukau City
NZ2863	NZ Cert in Study and Career Prep L3	Manukau City	NZ School of Education (NZSE Group)	NZ2863	NZ Cert in Study and Career Prep L3	Manukau City
NZ2863	NZ Cert in Study and Career Prep L3	New Lynn	NZ School of Education (NZSE Group)	NZ2863	NZ Cert in Study and Career Prep L3	New Lynn
NZ2913	NZ Cert in International Freight Logistics L3	Manukau City	Skills Update	NZ2572	NZ Cert in Distribution L3	Mangere

**Note:**

MIT in Otara is the alternative provider for all of BEST’s L3 Tourism students.