# Domestic Student Handbook Rules and Procedures

Updated 7 June 2022

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### "Welcome to the National Trade Academy"

### **Our Mission**

To provide high quality training that meets the needs of industry, in respect to both employers and employees.

**The National Trade Academy Ltd** was established in 2000 to offer a range of Pre-Employment Training programmes for entry into New Zealand's Land Based Industries. We are a registered Private Training Establishment accredited with the NZ Qualifications Authority.

Due to the growth of the Land Based industries, especially the Dairy sector, we have seen growth in demand for employees with a range of pre-employment skills and qualifications from employers. We are a first stop for many employers looking for staff for their businesses.

Our success in training New Zealanders for qualifications in the Land based sector, has now expanded to offer the same high-quality training to international students.

Using a combination of theory and practical training, we aim to provide you with the very best opportunity to gain the skills and knowledge you require, to gain employment in your chosen field.

This handbook is designed to provide you with information on what you can expect, and what is expected from you.

If you have any concerns or queries about anything mentioned in this handbook, please feel free to discuss them with your tutor or administration staff.

### Orientation

This Student Handbook forms part of your Orientation. It contains information outlining support service organisation's available to you, and rules and procedures that are applicable whilst you are enrolled at NTA.

### **Programme Location**

### Locations

### NTA Mcleans Island Campus

890 Mcleans Island Road Harewood Christchurch NTA English Academy 76 Peterborough Street Christchurch Central

### Practical

Practical training will take place at either our training centre at 890 McLean's Island Road or with a number of employers in and around Christchurch who provide our work experience.

### **Office/Lecture Rooms**

For all vocational courses theory will be provided from our Training Centre based at 890 McLean's Island Road, Harewood, Christchurch or at NTA English Academy, 76 Peterborough Street, Christchurch Central. Our Administration Office is located at Mclean's Island.

### Travel

If you choose to drive, you enter and use NTA's car park at your own risk and you are liable for any damage to NTA's property or any vehicle or any property belonging to any third party caused by you or your vehicle.

While NTA shall take all reasonable care, it cannot guarantee the security of your vehicle. NTA accepts no liability for any claim by you or any other person, whether for loss or damage (including direct, indirect, consequential or otherwise) to you or any other person, or to any vehicle or its contents or accessories, whether resulting from using NTA's car park or being unable to use the car park from NTA's negligence or otherwise.

### Office

Days	Monday to Friday
Office Hours	8.30am to 5pm
Telephone	McleansIsland (03)360-2192 Peterborough Street (03) 925 9160
Email:	admin@nta.co.nz
Web Site:	www.nta.co.nz

### Queries

If you have any queries or problems regarding your training contact your Tutor in the first instance. If you have any queries or problems relating to the administration of the programme, or if you are unable to talk to your Tutor, then you should contact the the Pastoral Care Manager or Academic Programme Manager.

Administration staff will help direct you to the appropriate person.

### Cancellation

In event of course or event cancellation due to extreme weather or other reasons students should check the NTA Facebook page where any cancellations will be posted.

NTA will publicise the fact that they adhere to the ITENZ Code of Ethics which defines their obligations to students, the public and to other clients who ask to inspect it.

### **Programme Structure**

### **National Qualifications Framework**

All programmes are based on Unit Standards or modules. Unit Standards and modules are competency based so there are no exams. Credits achieved can build up towards a New Zealand Qualification recognised anywhere in New Zealand.

### Competency

**Practical:** you are able to perform a task without supervision and in such a way that you meet the level of performance set by the industry.

Theory: you will demonstrate to your tutor that you have the knowledge required to meet the industry standard.

**Assessment:** Process used to determine whether you have achieved the industry standard in either the Practical and or the Theory component using the following guidelines.

Before the Assessment your assessor will -

- 1. Consult you in the planning of the assessment
- 2. Explain the purpose and process of the assessment
- 3. Check that you understand what is required of you
- 4. Ask you if you have any special needs and if so take them into account in your assessment
- 5. Explain what you can do about it if you disagree with the assessment or procedure during the Assessment
- 6. Assess you in accordance with the assessment checklist
- 7. Will not hint at the right procedure or answers

After the Assessment your assessor will -

- 1. Make a fair decision about your performance
- 2. Make the assessment decision clear to you
- 3. Tell you what you have done well
- 4. Tell you where your performance did not meet the standard, if judged not yet competent
- 5. Record your result
- 6. Inform you about what happens to the assessment result and the procedure for certification

7. Completed assessments are retained for moderation purposes by NTA for 12 months following completion of a programme. You may request copies of your completed assessments from your tutor.

Your tutor will monitor your progress in association with the employer you are on work experience with. Your achievement will then be marked in your result sheet.

### Appeals

If any part of the unit standard has not achieved competency the tutor will require the student to either re-sit the assessment, or part of the assessment or complete another equivalent assessment. Further attempts are at the discretion of the Academic Programme Manager and may include an additional fee.

If you are not satisfied with the way your assessment schedule has been marked and you wish to appeal you must firstly request your Tutor to reassess your assessment schedule. If the result is still not competent and you are still not satisfied you may request that your work be assessed by the Academic Director.

If you are not satisfied with this assessment, you may request a reassessment by an external assessor such as the NZQA. You will be required to sign an agreement, which states that the external assessor's decision will be final.

### RPL

(Recognition of Prior Learning)

All students who wish to have their prior learning recognised should firstly talk to the Academic Programme Manager and obtain the Learning Outcomes for the course then complete the NTA application form and pay the required fee.

The assessor will discuss with the student the best way evidence should be provided for assessment for RPL. The student collects the evidence and presents it for assessment.

## If you are assessed as competent then you will be awarded credits towards the qualification you are studying towards.

### **Cross Crediting or Credit Transfer**

Applications for Cross Credits or Credit Transfers for your programme will be accepted provided that learning outcomes can be matched.

Prospective students must provide evidence of credits achieved that can be cross credited to the NTA qualification. This can be either the NZQA Record of Learning or previous provider's evidence that results have been forwarded to NZQA.

### **Course dates and Recess periods.**

Students will be advised of recess periods if they apply to their course, as not all courses have a recess. Students are advised of the start and finish dates at the time of enrolment.

### Extension.

In some cases, an extension may be granted. An application for extension is made to the Academic Programme Manager along with payment of a \$50 administration fee. A Request for Extension form is completed outlining reasons for the extension request. If approved an extension is valid for a maximum of 3 months.

### **Student Charter**

As a student enrolled at NTA, you may expect:

- Competent tutors with industry skills and knowledge and teaching in a supportive and safe learning environment.
- Respect for personal dignity that includes sensitivity towards cultural needs, and freedom from any form of harassment or coercion from others.
- Clearly stated information during orientation relating to the subject, content, objectives, assessment procedures, assignment requirements, timetable, textbooks and learning mode.
- > To receive accurate information about all aspects of the programme prior to enrolment
- Input into decisions affecting students.
- To be consulted on matters affecting students and have an input into rules and regulations governing student conduct at the training centre.
- Adequate access to information and resources required to enable you to complete your studies
- Access to appropriate members of staff to discuss programme related problems.
- > The benefit of our experience and knowledge in the industry
- Assessments that are valid, reliable, timely, and consistent, and relate to the marking schedule.
- Return of marked assessments within a reasonable time frame.
- > Official grievance and appeal procedures put in place by NTA, which are contained in the handbook.
- Privacy of personal information held by NTA and negotiated access to one's personal file as per the Privacy Act 2020.
- > Teaching and programme evaluation procedures
- An annual evaluation of all tutorial staff (This information is not available to students)
- Meet the outcomes of the Education (Pastoral Care of Tertiary & International Learners) Code of Practice 2021.
- The ability to be heard by staff and management on matters of interest or concern in matters relating to your education and training.

### **Student Code of Conduct**

As a student enrolled at NTA you are required to abide by the student code of conduct. You are asked at all times to behave considerately to other students and to members of staff.

### We expect you:

- To attend every day (unless you are sick or have an appointment). If you are unable to attend you must advise your tutor prior to the programme starting that day, or as soon as practicable, or you will be marked as absent.
- If you are absent from class due to illness you will be required to produce a doctor's certificate. An absence of 3 or more consecutive days will be referred by your tutor to the Academic Director.
- To complete enrolment procedures and make arrangements for the payment of all programme fees (if applicable) prior to attending classes.
- > To abide by all Health and Safety procedures
- To carry out any practical training in a safe manner and not to put yourself, the tutor or any other programme member at risk.
- > To listen to or act on instructions by the tutor, or the employer you are with on work experience.
- > To abide by NTA's rules and procedures and behave and act in an honest manner.
- > To keep our training environments clean and tidy
- > To respect the property you are training and working on.
- To take up the challenge to gain new skills and knowledge that will benefit your job and career opportunities in the future.
- To obey all reasonable directives related to driving around NTA premises including speed limits and car parking.
- ➢ To abide by our dress code.
- > To advise administration staff of any change to your accommodation and contact details once confirmed.

### **Student Code of Conduct**

(A) The following behaviour (or similar) constitutes serious misconduct.

### Behaviour of this type can result in withdrawal from the programme.

- No drugs or alcohol (other than that prescribed by own Doctor) shall be brought to or consumed while attending the programme.
- Attendance in an intoxicated or drugged state in which the trainee is unable to perform their duties properly or safely. They will be sent home immediately, and a subsequent offence will constitute grounds for instant withdrawal.
- Possession of NTA property, other trainee's property, or any employer's property without proper authorisation.
- Inappropriate behaviour, which results in the injury of a fellow trainee, NTA staff member, employer, or any other person, associated with programme activities.
- Assaulting any other person during attendance at programme activities.
- Irresponsible use of fire protection or safety equipment.
- Willful misuse of tools or equipment, or damage of NTA, employer's property or any other property used for class activities.
- Sexual harassment or racial discrimination or any other form of harassment or discrimination of any other trainee or other person during programme activities.
- Acts of cruelty to animals.
- Absence of five days consecutively without legitimate explanation. (Refer to cessation of attendance policy on page 11).

### **Student Code of Conduct**

**B**) The following behaviour (or similar) constitutes misconduct.

Behaviour of this type may result in a Written First warning.

Repetitive misconduct may result in the following steps:

- Second Offence Second Written Warning
- Third Offence Withdrawal from programme
- Absence from programme activities without reasonable explanation. (Refer Cessation of Attendance Procedure on page 10)
- Repeated unauthorised lateness of attendance to programme activities
- Smoking during programme activities other than in designated areas, during morning or afternoon tea breaks and lunchtime, in any building or in or on any vehicle.
- Failure to turn off or put away a cell phone when instructed to do so by your tutor.
- Irresponsible use of motor vehicles which causes unnecessary disturbance to grass area, track or car park or which has the potential to endanger students or any other person.
- Irresponsible behaviour, which includes rudeness to visiting speakers or guests, classmates, NTA staff or any other person, related to programme activities including rudeness and offensive language to the tutor, or offensive language (swearing) at any time at NTA.

- Failure to report any damage to equipment or any accident involving a student.
- Non-return of NTA owned clothing or any other equipment.

### **Cessation of Attendance Procedure:**

The above procedures will apply if NTA has concerns regarding the pastoral welfare and safety of the student.

Indicators of these concerns may be:

A. If the student is attending their classes regularly, but not performing in their studies, including –

Failure to complete assessments by the due date.Failure to maintain a self-directed hours log.Failure to complete work experience and/or a work experience hours log.Failure to demonstrate repeated competency in theory and/or practical assessments.

- B. In the event that a student ceases attendance before course completion.
  - Students not attending regularly will be contacted by pastoral care to ascertain whether there are any problems either within or outside the programme.
  - ◆ Pastoral care will counsel the student, on a weekly basis if necessary.
  - Pastoral care will talk to the student's friends in order to identify any problems that the student may be encountering.
  - Pastoral care will encourage the student to meet and talk to relevant outside Agencies (e.g. Relationship services, Family Planning Associations) depending on the problems that the student is facing.
  - If the student's performance does not improve following pastoral care counselling a first written warning will be issued to the student, as well as to the parents. For international students Immigration NZ will also receive a copy of the letter.
  - Within a stipulated period of 2 weeks, if the student has shown neither improvement nor interest in their studies, a second written warning will be issued.
  - If after a further 2 weeks there is still no improvement then the student will be withdrawn from NTA.
  - For International students the Immigration NZ will be notified that the student has ceased to attend.

### **Grievance Procedures**

### Policy:

NTA believes that we have a responsibility to provide you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes.

### Limitation:

While we are sympathetic with any situation which causes you distress, the main areas this policy is intended to deal with relate to the following:

- inappropriate policies and procedures of our institution,
- failure to act in accordance with our appropriate policies and procedures, and
- actions by staff or students which cause upset to others

### Principles:

- 1. We will try to deal with your complaints in a sensitive and confidential manner. There may be times when we will need to discuss the issues with the person you are complaining against if we are to help achieve a resolution. If so, we will discuss this with you and get your agreement before proceeding.
- 2. Problems should be dealt with as close to the source as possible. They will be referred to a higher level only after attempts to resolve them at the lower level have failed.
- 3. The person you are complaining about has a much right to a fair hearing as you do. We will listen to both sides without prejudice.
- 4. Our focus is on solving problems, not on laying blame or holding grudges. However, where disciplinary action becomes necessary, we accept the need to pursue this.

### Procedure:

We can deal with your complaint formally or informally.

### Informal complaints:

Informal complaints are suitable for minor issues which can be resolved with the minimum of difficulty, in keeping with the principle of dealing with problems at the lowest level.

Examples of informal complaints might include the following:

- minor classroom irritations (other students break concentration by always talking in class, teacher fails to keep order)
- concerns arising from miscommunication or misunderstanding
- minor disagreements over academic matters (teacher didn't accept my late assignment, when I felt I had a good excuse)
- resource difficulties (e.g., internet connection keeps crashing)

Informal complaints are usually made verbally. You will be directed to the person best able to address your complaint and facilitate a speedy resolution, i.e., the tutor. Resolution will be determined when you express satisfaction with the outcome, or at least verbally accept the decision reached by the facilitator. It you cannot accept the outcome; you may lodge an appeal. It then becomes a formal matter which be recorded in the Complaints Register.

### Formal complaints:

Formal complaints are suited to more serious issues. The complaint will be made in writing and referred to your Academic Director. A written complaint must include the following – student name, contact phone number, an outline of the complaint, and the expected outcome. The complaint is recorded in the Complaints Register, and the Academic Director is charged with trying to bring about a satisfactory resolution. The Academic Director will keep notes to assist follow-up. At the end of the process the Academic Director will produce an outcome statement which should be signed by you and the Academic Director.

Examples of formal complaints might include the following:

- harassment\* by staff or other students
- inappropriate treatment by staff or other students
- unfairness in a formal assessment situation
- unfairness of institutional policies
- unsafe learning situation
- NB: Most institutions have a list of contact people for harassment and may choose to have a designated facilitator for dealing with referrals under their anti-harassment policy.

### Complaints involving health or welfare of animals at NTA

If you are concerned about the health or welfare of an animal at NTA you must raise the matter with either your tutor or NTA management in the first instance. Please do not contact MPI or the SPCA unless you are not satisfied with the Management response. We have a good relationship with both agencies and they along with our own Veterinarian carry out regular monitoring visits as required. It may well be that the animal is already being treated under veterinary guidance.

### Appeals

If you are not satisfied with the outcome of a complaint, you may appeal the decision to the Managing Director. If complainants are still not satisfied, a student has further options outlined below:

Students who are dissatisfied with the service provided by an education provider must first work through the provider's complaints process.

Matters which cannot be resolved within the Academy may be referred to the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email <u>qadrisk@nzqa.govt.nz</u>,

Or, if it is a financial or contractual dispute, you can contact the Tertiary Education Dispute Resolution service.

Website: <u>www.tedr.org.nz</u> Email: <u>contact@tedr.org.nz</u> Phone: 0800 008337

### **Regulations and Procedures**

**Smoking: Smoking or vaping** will only be permitted outside in designated areas and at set times. No smoking or loitering is permitted outside the front entrance. No smoking during a farm visit unless approved by the tutor.

**Drugs and alcohol** are not permitted on or around the premises, the Training Farm/Equestrian Centre or where you are carrying out work experience.

Cell phones: are not to be turned on, carried, or used during class hours.

**Punctuality:** trainees are expected to arrive on time as in an employment situation for lectures, field trips and work experience days. Unsatisfactory time keeping or unexplained absence may mean dismissal. If you are unable to make it to course for any reason you must advise NTA before 9am by texting to 021 023 93677.

**Vehicles:** are expected to be always driven in a careful manner and all laws abided by in respect to the class of driver's license held. Copy of your driver's license <u>must</u> be provided to the NTA Administrator. Students are also to ensure that where seatbelts are fitted, they are worn. When buying a car, it is strongly recommended that insurance (i.e., 3<sup>rd</sup> party is purchased prior to driving the vehicle) No food or drink is allowed to be consumed in NTA vehicles.

**Travel allowance:** Students eligible for a travel allowance will be issued with a Metrocard. Payments will be credited directly to this. Metrocards remain the property of NTA, and students are responsible for their use and care. If a card is lost the student will be charged with the cost of a replacement card.

**Lockers:** Lockers are available for the use of full-time students. If you require the use of a locker, you will be provided with a padlock and key by NTA on payment of a \$10 deposit which is fully refunded at the end of your course. You will be expected to be responsible for security of the key.

**Sexual Harassment:** trainees are expected to always treat each other with respect. Offensive remarks or behaviour based on sex will not be accepted.

**Discrimination:** trainees are expected to always treat each other equally and with respect. Any form of discrimination will not be accepted.

**General Behaviour:** the kitchen and lecture room area will be kept clean and tidy. Food will be eaten in the tearoom or outside. Offensive language will not be tolerated within the Training Centre environment.

**Clothing/Footwear:** wear appropriate clothing for both the outdoor and indoor environment and make sure you do not wear dirty boots in the office or lecture room area.

Tidy clothing must be worn on field visits and to employer's properties or overalls worn. Low rider trousers are not acceptable clothing to be worn due to safety risks.

**Jewellery:** The wearing of jewellery should be kept to a minimum. Exposed jewellery that could be hazardous if caught must be either removed or taped.

**Trainees:** will sign an agreement with the Training Provider that will be considered a contract and will be exercised as if in actual employment.

**Plagiarism:** Plagiarism is the copying of other people's work and passing it off as your own. If a student does copy the work of others (including from the internet) they are guilty of plagiarism and will be liable to disciplinary action. Assessments must be completed in the student's own words and must demonstrate their competency.

### Computers

### **Student Computer and Internet Use**

NTA provides computers, networks, and Internet access to support the educational mission of the schools and to enhance the curriculum and learning opportunities for students and Academy staff

### Students are required to comply with this policy and the accompanying rules.

Students who violate the policy and/or rules may have their computer privileges revoked and may also be subject to further disciplinary and/or legal action.

NTA computers remain under the control, custody, and supervision of the school unit. The Academy reserves the right to monitor all computer and Internet activity by students. Students have no expectation of privacy in their use of school computers.

While reasonable precautions will be taken to supervise student use of the Internet, NTA cannot reasonably prevent all inappropriate uses, including access to objectionable materials and communication with persons outside of the Academy in violation of NTA policies/procedures and rules. NTA is not responsible for the accuracy or quality of information that students obtain through the Internet.

### **Student Computer and Internet Rules**

The rules are intended to provide general guidelines and examples of prohibited uses but do not attempt to state all required or prohibited activities by users. Failure to comply with NTA policy and these rules may result in loss of computer and Internet access privileges, disciplinary action (which may include withdrawal from NTA courses) and/or legal action.

### A. Computer Use is a Privilege, not a Right

Student use of NTA computers, networks, and Internet services is a privilege, not a right. Unacceptable use/activity may result in suspension or cancellation of privileges as well as additional disciplinary and/or legal action.

### **B.** Acceptable Use

Student access to NTA computers, networks, and Internet services are provided for educational purposes and research consistent NTA's educational mission, curriculum, and instructional goals. The same rules and expectations govern student use of computers as apply to other student conduct and communications. Students are further expected to comply with these rules and all specific instructions from the teacher or other supervising staff member/volunteer when accessing NTA computers, networks, and Internet services.

### C. Prohibited Use

The user is responsible for his/her actions and activities involving NTA computers, network, and Internet services and for his/her computer files, passwords, and accounts. Examples of unacceptable use that are expressly prohibited include, but are not limited to the following:

1. *Accessing Inappropriate Materials* – Accessing, submitting, posting, publishing, forwarding, downloading, scanning, or displaying materials that are defamatory, abusive, obscene, vulgar, sexually explicit, sexually suggestive, threatening, discriminatory, harassing and/or illegal.

2. *Illegal Activities* – Using the NTA computers, networks, and Internet services for any illegal activity or activity that violates other School Committee policies, procedures and/or Academy rules.

3. *Violating Copyrights* – Copying or downloading copyrighted materials without the owner's permission.

4. *Plagiarism* – Representing as one's own work, any materials obtained on the internet (such as term papers, articles, etc.). When internet sources are used in student work, the author, publisher, and Web site must be identified.

5. *Copying Software* – Copying or downloading software without the authorization of the system administrator.

6. *Non-Academy-Related Use* – Using the NTA computers, networks, and internet services for non-school-related purposes such as private financial gain, commercial, advertising or solicitation purposes, or for any other personal use.

7. *Misuse of Passwords/Unauthorized Access* – Sharing passwords, using other users' passwords without permission and/or accessing other users' accounts.

8. *Malicious Use/Vandalism* – Any malicious use, disruption or harm to the Academy computers, networks, and Internet services, including but not limited to hacking activities and creation/uploading of computer viruses; and

9. *Unauthorized Access to Chat Rooms/News Groups* – Accessing chat rooms or news groups without specific authorization from the supervising tutor.

### D. No Expectation of Privacy

NTA retains control, custody, and supervision of all computers, networks, and Internet services owned or leased by NTA. NTA reserves the right to monitor all computer and Internet activity by students.

Students have no expectations of privacy in their use of NTA computers, including e-mail and stored files.



### E. Facebook

It is recommended that students follow NTA on Facebook.

Any use of social media by an NTA student must be responsible and appropriate and must not include any provocative or hateful material or anything that reflects poorly on NTA.

Photos must not be posted without the permission of the person(s) in the photo.

#### F. Compensation for Losses, Costs and/or Damages

The student and/or the student's parent/guardian shall be responsible for compensating NTA for any losses, costs or damages incurred by the student related to violations of policy and/or these rules.

### G. NTA Assumes No Responsibility for Unauthorized Charges, Costs, or Illegal Use

NTA assumes no responsibility for any unauthorized charges made by students including but not limited to credit card charges, long distance telephone charges, equipment, and line costs, or for any illegal use of its computers such as copyright violations.

### H. Penalties

Any user who attempts to breach, or breaches, these computers use policies shall have his/her privileges revoked and may be subject to additional disciplinary and/or legal action which may include suspension or removal from NTA Programs.

### Please Note: NTA computers are electronically monitored.

### **Work Experience**

Work experience is a compulsory and valuable part of your learning experience. It allows you to familiarise yourself with the workplace environment and to put into practice the skills you have been taught.

Work experience allows you the opportunity to develop your skills to a level of competency, if you apply yourself well, to the work at hand. Remember competency comes with practice so take every opportunity you can to practice your skills.

### Work Experience will:

- Form part of your assessment
- Provide the opportunity to practice your new skills
- Enable you to learn new skills
- Allow you to demonstrate your knowledge of the industry
- Broaden your experience
- Allow employers to assess your ability and competency
- Provide the opportunity for employers to offer you work
- Allow you to work as part of a team
- Enable you to organise and introduce yourself to the work environment

### Health and Safety

At the beginning of all programmes students are given an NTA Risk Assessment & Management form outlining the health and safety considerations particular to that area of study. The tutor discusses this form with the student who signs that they have read and understood it. A copy is kept by the student while a second copy is retained in the student's file. The first weeks of any programme of study focus on skills and knowledge relating to health and safety. Various modules throughout the year, particularly workshops and work experience, reinforce the health and safety requirements.

If NTA tutors or staff deem you to be a safety risk to yourself or others, you may be refused the opportunity to participate in aspects of the programme. Such circumstances may arise (but are not limited to).

- If you miss critical sessions on health and safety
- If you show signs of being under the influence of drugs and or alcohol
- If you appear extremely tired
- If you wear inappropriate clothing
- If you operate any vehicle in a dangerous manner
- If you unable to work safely around animals

### **Contact Details:**

**New Zealand Qualifications Authority (NZQA)** PO Box 160, Wellington Telephone 0800-72-4357 E-mail helpdesk@nzqa.govt.nz

### **Tertiary Education Commission (TEC)**

PO Box 27 048, Wellington 6141 Phone: 0800 601 301

### **Industry Training Organisation**

Contact NZQA for contact details or speak to our administration staff.

**Public Trust** PO Box 31543 Lower Hutt, Wellington, New Zealand 0800 494 733

### **Support Services available:**

A range of support services for youth are available at - www.youthhubchch.org.nz

### **Internal Support**

If you have any concerns, there is a dedicated Pastoral Care Manager available to speak to.

#### **Support Organisations**

For any additional support or reference students should contact the Pastoral Care Manager.

#### **Common room**

A common room is available for students and tea and coffee facilities are available in the student kitchen and in the common room.

### Literacy Assistance

Literacy and numeracy are embedded in all programmes. If you require extra literacy and/or numeracy support, you should discuss this with your tutor.

#### Resources

Your tutor will provide you with course resources.

### **Emergency Procedures**

For NTA Emergency Procedures please refer to Emergency/Evacuation Plan located in each classroom/building.

### **Dispute Resolution**

Tertiary Education Dispute Resolution service. Website: tedr.org.nz Email: <u>contact@tedr.org.nz</u> Phone: 0800 008337

### Disclosure of information to students The National Trade Academy Ltd

It is a requirement that the National Trade Academy Ltd provides relevant information to all students with regard to arrangements for fees refunds, guarantees, credit transfer and associations with other providers. Full details are documented in the company's Student Protection Policy, viewed below.

Note: Not all the information below is applicable to all students.

The company will comply with the requirements of the Education and Training Act 2020.

### Quality Control/Audits

The company takes seriously its responsibility to provide high quality tuition. Both internal and external audits are carried out, and feedback is gathered at every opportunity to ensure the students' needs are met. This will require the making available of student enrolment details, attendance and academic records, and information pertaining to student allowance and loan applications.

### 1. Enrolment Conditions

- **1.1** All enrolments are subject to the conditions set out in this document. This document forms a binding contract between the New Zealand National Trade Academy Ltd (NTA, 'the Academy') and students enrolled at NTA. Enrolment at NTA constitutes full acceptance of the conditions laid out herein.
- **1.2** NTA reserves the right to refuse enrolment to any applicant in the interests of the welfare of the Academy, the applicant, or other students at the Academy.
- **1.3** Once an application for enrolment has been received students mybe asked to pay a \$1000.00 deposit into the Public Trust account. On receipt of this NTA will send an invoice requesting payment of the balance of fees in full.
- 1.4 When the applicant has paid the fees in full into the Public Trust account or applied to Studylink for a student loan, they will be sent a notice of acceptance/non-acceptance which needs to be returned within 21 days."Offer of Place" and a receipt of fees, including administrative and any accommodation fees. Enrolment is then complete.
- **1.5** The student is not entitled to tuition until the enrolment process has been completed.
- **1.6** If the student wishes to alter the agreed period of enrolment, written advice of the new dates must be provided to the Academy at least seven days before the original commencement date or the new commencement date, whichever is the sooner.
- **1.7** The student must abide by Academy rules for the period of enrolment.

### 2. Course Curriculum

**2.1** The Academy reserves the right to alter course arrangements and curriculum at any time. While all reasonable effort will be made to provide timely advice of changes to students, this may not always be possible.

### 3. Payment of Fees

- **3.1** Course and administrative fees for the entire enrolment period (including re- enrolments) must be paid within 21 days of invoice, at least five working days before commencement of the study programme, or immediately upon enrolment, whichever date is the soonest after acceptance into the Academy has been confirmed.
- **3.2** For a course that is 3 months or longer in duration tuition fees will be held in trust until Ten working days after commencement of study.
- **3.3** For a course that is less than 3 months in duration tuition fees will be held in trust until Five working days after commencement of study.
- **3.4** The fee schedule may be reviewed from time to time and changes in fees will take effect for existing students from the next scheduled payment.
- **3.5** Days when circumstances beyond the Academy's control prevent normal operation (including, but not limited to, natural disaster and civil emergency) are considered as normal operating days.
- Fees may be paid by telegraphic transfer, to the following bank account.
  Bank: Bank of New Zealand
  Account Name: Public Trust National Trade Academy
  Account Number: 65115509 020536 0305865 01

### 4. Cancellations and Refunds

### All cancellations must be made in writing.

#### Before commencement of the course:

**4.1** If enrolment is cancelled prior to the intended start date, the student will be entitled to a refund of all fees **except** enrolment fees.

### After commencement of the course:

- **4.2** If a student wishes to cancel further study within the first Ten days of the course, NTA will refund the course fees only. Enrolment and Administration fees will not be refunded.
- **4.3** If a student fails to attend or participate in the course or attends or participates in the course during the refund period but stops attending or participating in the course before the end of the refund period they will be treated as having withdrawn and will be liable for a course refund less enrolment and administration fees.
- **4.4** After the first Ten days of the course, refunds will only be made at the exclusive discretion of the Academic Director if the student can prove extenuating circumstances necessitating the withdrawal.
- **4.5** For courses of 5 weeks or more but less than 3 months withdrawal may be made up to the end of 5 calendar days of the course commencing. A minimum of 75% of the amount the student paid will be refunded.

### Leave:

- **4.6** If a student takes leave during the course for private reasons, no compensation by way of refund or course extension shall be given.
- **4.7** If a student is enrolled in a course which is cancelled before the agreed start date, the student is entitled to a full refund of all fees, including administrative costs. The student may request a transfer to a different course without penalty and without incurring additional administrative costs.

### 5. Absence or Illness

- 5.1 Students are not eligible for fee refunds or reconsideration of enrolment terms based on:
  - Late arrival at NTA without notification in accordance with section 1.7.
  - Absence during the course without prior arrangement, in accordance with section 8
- **5.2** The commencement date of study will not be reconsidered, and extension of study will not be granted based on any of the reasons outlined in clause 6.1.
- **5.3** If the student terminates the course of study after formal disciplinary action, the student is not entitled to any refund of fees.
- 5.4 Students absent from class for illness must provide a doctor's certificate upon their return.
- 5.5 Illness is not a basis for an automatic refund of fees or extension of study.
- 5.6 A student may be granted an extension of study based on illness. Granting of such an extension, and the length of the extension granted, is at the sole discretion of the A c a d e m i c Director.

### 6. Holidays

- 6.1 NTA observes New Zealand statutory holidays and there is no course on these days.
- 6.2 Statutory holidays are considered as normal operating days for the purposes of course length.
- **6.3** NTA may arrange excursions and activities on statutory holidays, and attendance is required as for classes and excursions at any other time.

### 7. Leave of Absence

- 7.1 The student may apply to take up to two weeks' leave within 24 weeks of study, with no penalty and no loss of course fees. Such holidays must be taken in blocks of complete weeks.
- **7.2** Course fees already paid for the holiday leave may be credited to additional week(s) as an extension of the current enrolment period. These fees will not be refunded or credited to another student.
- **7.3** Permission for such leave must be requested at least one week before the intended holiday commencement date.
- **7.4** Students wishing to take holidays under provisions of clause 7.1 for a period less than one week may apply for a full week's holiday but may still attend class for up to two days during the period of arranged leave.
- 7.5 No refunds or extensions will be granted for unauthorised holidays taken outside the provisions of clauses 7.1 7.3.
- 7.6 No extensions of study can be granted for students exercising the provisions of clause 7.4.
- 7.7 Permission for holidays and granting of an extension of study is at the sole discretion of the Academy's Director.

### 8. Course Attendance and Behaviour

**8.1** The student must attend all courses and arranged activities and complete all assigned coursework.

**8.2** The student must always behave considerately, including when at NTA, while on NTA organised activities or in any other situation where the student could be identified with the Academy.

### 9. Liability

**9.1** It is the student's responsibility to ensure that he/she has adequate medical and travel insurance. NTA cannot be held responsible for any sickness, injury, damage, or loss suffered by the student within NTA or while involved in NTA organised activities.

### **Code of Practice for Tertiary and International Students**

The Education (Pastoral Care of Tertiary and International Students) Code of practice 2021 was developed in 2021 and came into effect on 1 January 2022.

### **Purpose of the Code**

The purpose of this code is to ensure, so far as is practicable, that tertiary and international students can succeed academically in a safe, healthy, and supportive learning environment, where –

(a) they are accepted and respected; and

(b) receive an education that values their identity, language, and culture, and those of their family and whānau.

This code specifies the role of providers in ensuring the organised and formal provision of pastoral care and assistance for domestic tertiary students, and additional outcomes and requirements in relation to domestic tertiary students residing in student accommodation.

Short video clips explaining the code can be accessed via the link below – <a href="https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/know-the-code-videos/">https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/know-the-code-videos/</a>

### Access to the Code

Students may obtain a copy of the Code from NTA or by following the link below -<u>The Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021[DOCX, 148 KB]</u>

### Complaints

If you have a complaint about National Trade Academy breaching the Education (Pastoral Care of Tertiary and International Learners) Code of practice 2021, follow National Trade Academy's formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email <u>qadrisk@nzqa.govt.nz</u>.

Or, if it is a financial or contractual dispute, you can contact Tertiary Education Dispute Resolution (TEDR) by phone on 0800 00 8337 or email <u>contact@tedr.org.nz</u>.

# **EMERGENCY AND EVACUATION PROCEDURES**

National Trade Academy McLean's Island

### IN ALL CASES OF EMERGENCY DIAL 111 AND ASK FOR THE SERVICE YOU REQUIRE – POLICE, AMBULANCE, OR FIRE SERVICE

### ADDRESS: 890 MCLEANS ISLAND ROAD PHONE: (03) 360 2192

### THE OPERATOR MAY ASK FOR FURTHER INFORMATION IN REGARD TO LOCATION, IF SO STATE 1.6KM PAST ORANA WILDLIFE PARK ON MCLEANS ISLAND ROAD.

### TUTOR RESPONSIBLITIES

- 1. All tutors must complete daily attendance registers. Instruct all new students and visitors on emergency procedures and location of assembly area.
- 2. Have a good understanding of your responsibilities regarding emergency procedures when there is a flood, earthquake, and fire.
- 3. Ensure all students and visitors are aware of fire restrictions including authorized smoking areas.
- 4. Where tutors must leave students at McLean's Island, Tutors are to ensure that the names, location and activities of students left behind are provided to another Tutor.
- 5. All visitors to the Training Centre are the responsibility of the staff member they are accompanied by.
- 6. Any activity that carries a risk of starting a fire the tutor must have at hand a fire extinguisher.
- 7. In the event of an emergency make sure that all students and visitors are directed to the emergency assembly area, ensuring the following:
  - That all building and structures are cleared, and doors are closed but not locked.
  - No attempt is made to extinguish fires etc. unless there is absolutely no risk to themselves or anybody else.

- There is no attempt to save animals if there is any personal danger.
- Once at the assembly area each tutor must collect their attendance register from the Chief Warden, check off students present against the register and then keep their class together as a group. The checked attendance register is given back to the Chief Warden.
- No person is to leave the assembly area unless instructed to do so by the Chief Warden or until all clear is given.

### Location of Emergency Assembly Area

The grassed area in front of the classrooms – as shown below.



Wardens and Tutors are to ensure that people in this area do not impede any arriving emergency vehicles etc.

### Notes in regard to the selection of the location of the assembly area

It is located close to the only (landline) phone, remembering that cell phone coverage is not guaranteed. If an evacuation from the farm is urgently required, the assembly area location is close to both the exit and vehicles.

The location is not too close to vegetation and is central and visual.

### **Emergency Procedure Drills**

An Emergency Procedure Drill will be held no less frequently than once every six months. This will be organised by the Chief Warden and other staff members as required. Each Emergency Procedure Drill held will be recorded with comments about the success of the drill. Any recommendations made are to be recorded and filed in the admin office in the Health & Safety folder.

### Privacy

Privacy – National Trade Academy collects and stores information to:

- manage the business of the National Trade Academy (including internal reporting, administrative processes and selection of scholarship and prize winners)
- comply with the requirements of the <u>Education and Training Act 2020</u> and other legislation<sup>1</sup> relating to maintenance of records
- supply information to government agencies and other organisations as set out below.

In signing the enrolment form you authorised the disclosure of your personal information on the understanding that National Trade Academy will comply with the legal requirements in relation to the use and disclosure of personal information, as set out in the Privacy Act 2020, the Education and Training Act 2020 and other relevant legislation. You are entitled to see any information that the National Trade Academy holds about you and request to correct any errors in that information. To do so, contact the Enrolments Officer.

NB: The Privacy Act 2020 has the stated aim of protecting the privacy of individuals. It also governs the collection, use, storage and disclosure of personal information.

The Privacy Act requires NTA to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act.

https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.htmlError! Hyperlink reference not valid.

#### Supply of information to government agencies and other organisations

National Trade Academy supplies data collected on the enrolment form to government agencies, including:

- the Ministry of Education New Zealand
- the New Zealand Qualifications Authority
- the Tertiary Education Commission
- the Ministry of Social Development (in relation to student loans and allowances) and Inland Revenue (student loans)
- Immigration New Zealand (for those who are not New Zealand citizens or permanent residents) and the Ministry of Business, Innovation and Employment
- agencies which support particular students through scholarships, payment of fees or other awards (if you are a recipient of one of these awards).

Those agencies use the data collected from tertiary education organisations to:

- administer the tertiary education system, including allocating funding and the administration of the Fees-Free and Fees-Free Trades Training initiatives
- develop policy advice for government
- conduct statistical analysis and research.

Your personal details (name, date of birth and residency) as entered on the enrolment form will be included in the National Student Index and may be used in an authorised information matching programme with the New Zealand Birth Register.

The government agencies above may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes.

In handling data supplied by you on the enrolment form, the government agencies are required to comply with the provisions of the Privacy Act 2020.

When required by law, National Trade Academy releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC).

Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records.

### **Declaration of Understanding:**

I have read and fully understand the contents of the National Trade Academy Student Handbook and will faithfully comply with the regulations of the National Trade Academy Ltd.

### Declaration

I understand that making a false statement is an offence under the Crimes Act 1961. The information I have supplied is true and correct. No information which could have a material bearing on my enrolment has been withheld, with this I acknowledge and understand that this information:

- a) May be used for purposes relating to my enrolment as a student by members of the academic and administrative staff of the National Trade Academy Ltd (or any other PTE in New Zealand to which I may subsequently transfer).
- b) May be transferred to be used by the Study Link in their role as paying agent of Student Loans and Allowances and to assist with the processing of Government Student Loans.
- c) Pursuant to Principle 11 of the Privacy Act 2020, I agree to the disclosure and use of the information on this form by the National Trade Academy Ltd to authorised bodies in response to requests under the statutory authority.
- d) That it may also be used for purposes external to the National Trade Academy Ltd, when it is in a statistical form or when it is not to my disadvantage for this to be done, and where disclosure is required to comply with the provisions of the Privacy Act 2020.
- e) That I have the right to see and correct, if necessary, the information I have provided.
- f) I have an obligation to advise the National Trade Academy Ltd if /when any of the personal information I have provided changes.
- g) That my enrolment cannot proceed without my consent to the foregoing conditions.

Name:	

**Signature of Applicant:** 

Date: