



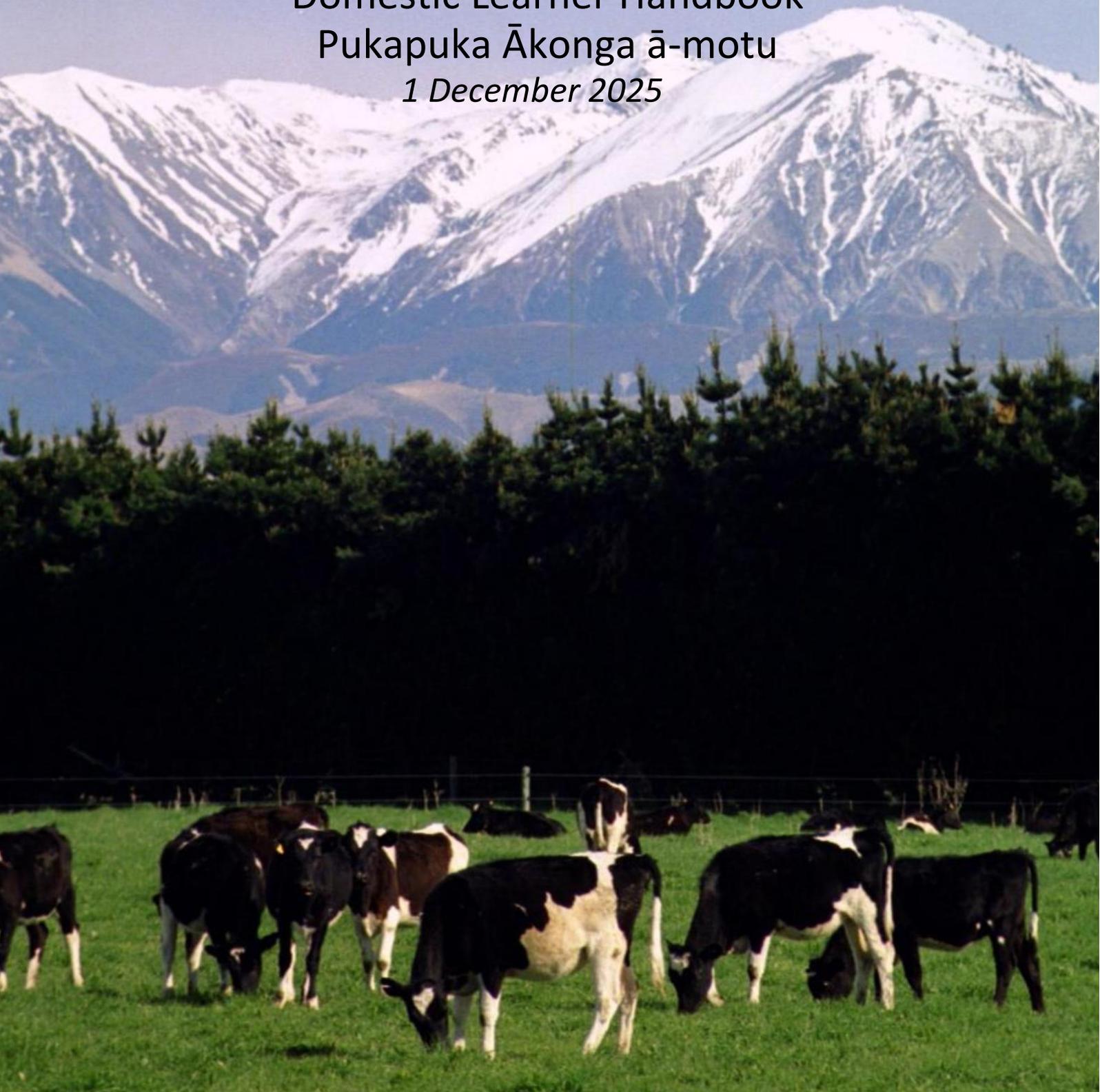
*National Trade Academy*

*developing future careers*

Domestic Learner Handbook

Pukapuka Ākonga ā-motu

*1 December 2025*



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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.



## Welcome to National Trade Academy

Nau mai, piki mai ki roto i te waharoa i o tātou Kaupapa,  
Hei tautoko, hei whangai hoki i a koe,  
E kimi hua nei kia ū ki te taumata o te Mātauranga.

### **Our Mission - *Whakatakanga***

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

### **About Us - *Tā mātou whakapapa***

The National Trade Academy Ltd started in 2000 with 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 (NZQA).

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 workers 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 Learners.

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.

### **National Trade Academy Values and Culture - *Ngā Ūara me te Ahurea***

Our culture is the work environment we wish to create and operate in. Our culture is made up of our values and demonstrated through our attitudes and behaviours.

#### ***Professionalism - Ngaiotanga***

We treat others as we wish to be treated ourselves.

We communicate with each other in a friendly, helpful way; always using our manners.

We consistently perform to the very best of our ability.

We speak and act with honesty and integrity.

We are committed to offering the highest standards in customer service through -

- quickly acknowledging their presence in a friendly, caring way
- taking a personal interest in them and their study or visit.
- customising our responses to their individual needs – always seeking to add value.
- providing the right advice and product(s) for their study and pathway.
- providing all customers with a solution, even if it is a referral or advice.

We consistently treat our fellow team members with respect, courtesy, and consideration.  
We work together as a unified group.  
We support our fellow team members to help get the job done.  
We provide assistance and share appropriate information freely.  
We respond to requests for assistance and take the initiative to offer help.  
We understand that when we succeed, the team succeeds.  
We fully support the team's aims and objectives.  
We choose to play a win/win game.

**Ownership - Korahotanga**

- We are all stakeholders in the vision and success of the Organisation.
- We go the extra mile as and when it is required.
- We take pride in our work and our workplace.
- We finish what we start and do it to the very best of our ability.

**Teamwork - Mahi Ngātahi**

- When we see something needs to be done that is within our field of responsibility, we take the initiative to do it without waiting to be told.

**Accountability - Whaiwhakaarotanga**

- We are fully responsible to the Organisation and our colleagues for our actions, words, and conduct.
- We are accountable for the quality of our performance both individually and as part of the team.
- We are accountable for helping to maintain safety, tidiness, and overall professional appearance of our workplace.

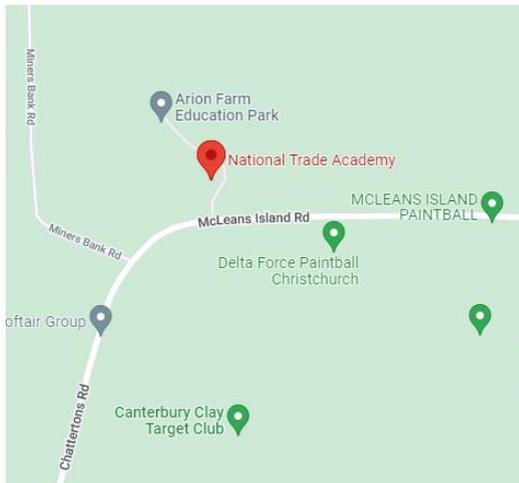
**Efficiency - Tiakitanga**

- We are committed to a process of constantly looking for more ways to be increasingly efficient with our time, energy, and resources, in a way that allows us to provide more with less and minimise wastage.

## Location -*Ngā wāhi*

### NTA McLeans Island Campus

890 McLeans Island Road  
Harewood  
Christchurch



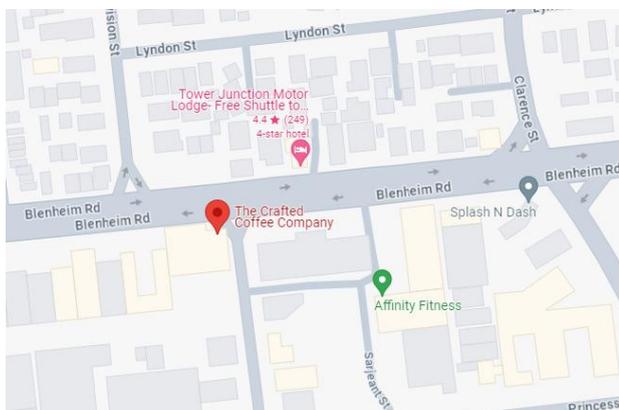
### NTA English Academy

76 Peterborough Street  
Christchurch Central



### Crafted Coffee Company

121 Blenheim Road  
Riccarton



## Practical

Practical training will take place at either our training campus at 890 McLeans Island Road or with employers, in and around Canterbury, who provide work experience.

## Classrooms

The theory for all vocational courses (apart from the hospitality course) will be provided from our NTA McLeans Island campus based at 890 McLeans Island Road, Harewood, Christchurch or at NTA English Academy, 76 Peterborough Street, Christchurch Central. Our administration office is located at our McLeans Island campus.

## Travel

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

Learners are to park in the learner car park, to the right of the main classroom area. Staff and visitor parking are to the left of the entrance.

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.

## **Office**

Days	Monday to Friday
Office Hours	8.30am to 5pm
Phone	McLeans Island 03 360 2192      Peterborough Street 03 925 9160
Email:	<a href="mailto:admin@nta.co.nz">admin@nta.co.nz</a>
Website:	<a href="http://www.nta.co.nz">www.nta.co.nz</a>

## **Queries**

If you have any queries or problems regarding your training, first contact your tutor. 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 Student Support and Learning staff member or Academy 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. Learners should check the NTA Facebook page, where any cancellations will be posted. Tutors will also text or message their learners, where possible.

# Programme Structure - *Rerenga Hōtaka*

## **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 towards a New Zealand qualification, recognised anywhere in New Zealand.

## **Competency**

**Assessment:** Process used to determine whether you have achieved the industry standard in either the practical and/or the theory knowledge using the following guidelines.

**Practical:** you can perform a task with/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.

Before the assessment your assessor will -

- Consult you in the planning of the assessment.
- Explain the purpose and process of the assessment.
- Check that you understand what is required of you.
- Ask you if you have any special needs and if so, take them into account in your assessment.
- Explain what you can do if you disagree with the assessment or procedure during the assessment.
- Assess you in accordance with the assessment guide.

After the assessment your tutor will -

- Will mark your assessment and return it to you in a timely manner.
- Make a fair decision about your performance.
- Make the assessment decision clear to you.
- Tell you what you have done well.
- Tell you where your performance did not meet the standard, if judged not yet competent
- Record your result.
- Inform you about what happens to the assessment result and the procedure for certification.
- 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.

## **Moderation of assessments**

All completed assessments undergo internal post-assessment moderation checks prior to resulting. As part of this process, you may be required to re-sit or amend elements of your assessment before it can be resulted. Anonymous samples of units are also externally moderated by our Standards Setting Bodies (eg the Workforce Development Councils or NZQA).

## **Assessment while on Work Experience**

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

## **Appeals**

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

If you are not satisfied with the way your assessment has been marked and you wish to appeal, you must firstly request your tutor to reassess your assessment. If the result is still not competent and you are still not satisfied, you may request that the decision is reviewed by the Academy Manager.

If you are not satisfied with the outcome, 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.

### **Recognition of Prior Learning (RPL)**

All Learners who wish to have their prior learning recognised should firstly talk to the Academy 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 learner the best way evidence should be provided for assessment for RPL. The Learner 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 enrolled for.

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

### **Course Dates and Holiday Breaks**

Learners will be advised of recess periods if they apply to their course, as not all courses have holiday breaks. Learners 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 Academy 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 three months.

## Learner Charter - *Tūtohinga ā-Ākonga*

As a learner 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, and programme outline.
- To receive accurate information about all aspects of the programme prior to enrolment.
- To have input into decisions affecting learners.
- To be consulted on matters affecting learners and have an input into rules and regulations governing learner conduct at NTA.
- Adequate access to information and resources required to enable you to complete your course.
- 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.
- Access to grievance and appeal procedures put in place by NTA, which are outlined in this handbook.
- Privacy of personal information held by NTA and negotiated access to one's personal file as per the Privacy Act 2020.
- To have input into ongoing teaching and programme improvement throughout your programme.
- An annual evaluation of all tutorial staff (This information is not available to learners)
- That NTA meets the outcomes of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- The ability to be heard by staff and management on matters of interest or concern relating to your education and training.

### **Independent Tertiary Education New Zealand**

NTA adheres to the ITENZ Code of Ethics which defines our obligations to learners, the public and to other clients.

## Learner Code of Conduct - *Te whanonga tikanga Ākonga*

As a learner enrolled at NTA you are required to abide by the Learner Code of Conduct. You are asked at all times to behave considerately to other Learners, to all members of staff and all visitors.

### We expect you:

- To attend every day (unless you are sick).
- If you are unable to attend you must advise your tutor prior to the programme starting that day, or as soon as possible.
- Persistent or frequent absences will be referred by your tutor to Student Support and Learning, and the withdrawal policy may be implemented (refer to Cessation of Attendance Procedure).
- To complete enrolment procedures and arrange for the payment of all programme fees (if applicable) prior to starting your course.
- 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 person at risk.
- To listen to and act on instructions by the tutor, or the employer you are with on work experience.
- To always abide by NTA's rules and procedures.
- Behave and act in an honest and respectful 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 you and your job opportunities in the future.
- To obey all rules and directives related to driving around NTA premises including speed limits and car parking.
- To abide by our dress code as detailed in the Programme Expectations and Outcomes.
- To immediately advise administration staff of any change to your address and contact details.
- To represent NTA positively and professionally when on work experience and be ready to learn and behave in a polite manner.

### Classifications of Misconduct

**(A) The following behaviour (or similar) constitutes serious misconduct.  
*Behaviour of this type can result in withdrawal from the programme.***

- No drugs or alcohol shall be brought to or consumed while attending the programme.

- Attendance in an intoxicated or drugged state in which the learner 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, any employer's property, or any other persons property without proper authorisation.
- Inappropriate behaviour, which results in the injury or near miss of a learner, NTA staff member, employer, member of the public or any other person, associated with programme activities.
- Assaulting any other person during attendance at programme activities and/or while on NTA property
- Irresponsible use of fire protection or safety equipment.
- Wilful misuse of tools or equipment, or damage of NTA or employer's property, or any other property used for programme activities.
- Sexual harassment or racial discrimination or any other form of harassment or discrimination to any other learner or other person during programme activities.
- Acts of cruelty to animals.
- Absence of five consecutive days without legitimate explanation.

**(B) The following behaviour (or similar) constitutes misconduct.  
Behaviour of this type will result in a Written Warning.**

***Repetitive misconduct will result in the following steps:***

***Second Offence - Second written warning***

***Third Offence - Withdrawal from programme***

- Absence from programme activities without reasonable explanation. (Refer to the Cessation of Attendance Procedure).
- Repeated unauthorised lateness of attendance to programme activities.
- Plagiarism. (Refer to pp16-17).
- Smoking, vaping, or using e-cigarettes during programme activities and outside designated areas, during morning or afternoon tea breaks and lunchtime.
- 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 land and tracks) or excessive noise or which has the potential to endanger learners 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 learner or any other person.
- Non-return of NTA owned clothing or any other equipment.

## Cessation of Attendance Procedure

This will apply if NTA has concerns regarding the pastoral welfare and safety of the Learner.

Indicators of these concerns may be:

- A. If the Learner 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 work experience hours log.
  - Failure to demonstrate repeated competency in theory and/or practical assessments.
- B. If a Learner ceases attendance before course completion.
- Learners not attending regularly will be contacted by Student Support and Learning to find out if there are any problems either within or outside the programme.
  - Student Support and Learning will counsel the Learner, on a weekly basis if necessary.
  - Student Support and Learning will encourage the Learner to meet and talk to relevant outside agencies (e.g., budgeting and counselling services) depending on the problems that the Learner is facing.
  - If the Learner's performance does not improve following Student Support and Learning counselling, a first written warning will be issued to the learner.
  - Within two weeks, if the Learner has shown neither improvement nor interest in their programme, a second written warning will be issued.
  - If after a further two weeks there is still no improvement, then the Learner will be withdrawn from NTA.

# Grievance Procedure - *Tikanga auētanga*

## 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 learners which cause distress to others.

## Principles:

1. We will deal with your concerns and complaints in a sensitive and confidential manner. However, if your complaint involves another person, we may need to discuss the issues with that person 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. A person who has a complaint made against them has as much of a right to a fair hearing as the person making the complaint. 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 reserve the right to pursue this.

## Definitions:

There are two stages to the Grievance Procedure: concerns and complaints.

### Concerns:

A concern is defined as a matter where it is likely that a resolution can be obtained by direct, informal consultation with the people concerned. This may include a situation where the learner considers that appropriate standards were not met. Often concerns are a result of a misunderstanding and these can be quickly resolved.

Examples of concerns might include the following:

- minor classroom irritations (other learners break concentration by always talking in class)
- concerns arising from miscommunication or misunderstanding with another learner or a staff member
- minor disagreements over academic matters (tutor didn't accept my late assignment when I felt I had a good excuse)
- resource difficulties (internet connection keeps crashing)

### Complaints:

A complaint is defined as an expression of dissatisfaction where you feel that you have not found redress, or you consider that there has been a direct and significant adverse impact which requires a formal process of resolution.

Examples of formal complaints might include the following:

- harassment by staff or other learners
- inappropriate treatment by staff or other learners
- unfairness in a formal assessment situation
- unfairness of NTA policies
- unsafe learning situation

**Procedure:**

Refer to the flow chart on page 25 for the procedure to follow if you have a concern or complaint.

**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. It may well be that the animal is already being treated under veterinary guidance. Please do not contact MPI or the SPCA unless you are dissatisfied 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.

## Rules and Expectations - *Ngā Ture me Ngā whai whakairo matua*

**Dress Code:** Wear appropriate clothing for both the outdoor and indoor environment. All learners are expected to dress in a smart and professional manner as appropriate to their industry (detailed in Programme Expectations and Outcomes information). PPE of overalls and safety boots will be provided to Learners on specific courses.

**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.

**Smoking/Vaping:** Smoking or vaping will only be permitted outside in designated areas and at set times. No smoking or vaping is permitted outside the front entrance or in buildings. No smoking or vaping during an offsite visit unless approved by the tutor.

**Drugs and Alcohol** are not permitted on or around the McLeans Island or English Academy campuses, Training Farm, Riding Centre, Farm Park, at any NTA student event, in any vehicle at any time, or at any work experience placement.

**Cell Phones:** are not to be used during class hours and should be turned off or on silent.

**Attendance:** Learners are expected to arrive on time for lessons, field trips and work experience days. Lateness or unexplained absence may result in dismissal. If you are unable to make it to your course on time, for any reason, you must contact NTA before 9am by texting 021 023 93677 or email [admin@nta.co.nz](mailto:admin@nta.co.nz). Appointments should be made outside of course time.

**Learner 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. If parking your vehicle onsite, your car details must be recorded with NTA.

**NTA Vehicles** are expected to always be driven in a careful manner and all laws followed, including wearing seat belts or helmets, where appropriate and not using a cell phone while operating a vehicle. No food, drink, or alcohol is allowed to be consumed in NTA vehicles. No smoking, vaping, or using e-cigarettes is allowed in NTA vehicles.

**Travel Allowance:** Learners 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 learners are responsible for their use and care. If a card is lost the learner will be charged the cost of a replacement card.

**Bus:** Metro Buses provide transport from the Antarctic Centre, 38 Orchard Road to NTA, Monday to Friday. The bus leaves the Antarctic Centre at 8.31am and returns to the Antarctic Centre at 4.30pm. Check [www.metroinfo.co.nz](http://www.metroinfo.co.nz) to plan your journey.

**Lockers:** Lockers are available for the use of full-time learners. 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 on return of the key and padlock at the end of your course. You will be expected to be responsible for the security of the key.

**Sexual Harassment:** Learners are expected to always treat everyone with respect. Sexual harassment is verbal, written, or physical behaviour of a sexual nature by one person or a group of people towards another person or group. The behaviour must be unwelcome and offensive to the recipient and must be repeated, or sufficiently serious, that it has a detrimental effect on the person. It includes but is not limited to:

- personally offensive comments - whether verbal, written or electronic.
- sexual or smutty (explicit) jokes.
- misuse of visual or written material.
- repeated comments or teasing about a person's alleged sexual activities or private life.
- persistent, unwelcome social invitations or phone calls at NTA or at home.

- offensive hand or body gestures.
- physical contact such as patting, pinching, or touching.
- provocative posters with sexual connotations.
- sexual assault or rape.

Sexual harassment is prohibited by sections 62 and 69 of the Human Rights Act 1993 and is grounds for a personal grievance under sections 103, 108 and 117 of the Employment Relations Act 2000.

**Racial harassment:** is defined by the Human Rights Act 1993 as 'behaviour that is uninvited and humiliates, offends or intimidates someone because of their race, colour, or ethnic, or national origin.' It can be spoken, written or visual material or a physical act. Usually, the behaviour must be repeated, but there will be occasions when a single instance of the behaviour has such a detrimental effect on a person that it will be considered unlawful. Racial harassment includes but is not limited to:

- making offensive remarks about a person's race.
- mimicking the way a person talks.
- making jokes about a person's race.
- calling a person by racist names.
- deliberately pronouncing a person's name wrongly.

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

**Food and Drinks:** A common room is available for learners at break times. Free tea and coffee are available in the kitchen and the use of microwaves. The kitchen area must be kept clean and tidy. Food will be eaten in the common room or outside. No food and/or drinks are allowed in the classrooms except bottled water. Food and drink are available for purchase from the Arion Farm Park Cafe.

**Learner:** will sign an agreement with the National Trade Academy 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 learner 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 learner's own words and must demonstrate their competency.

**General Behaviour:** All areas will be kept clean and tidy. Food will be eaten in the common room or outside. Offensive language and behaviour will not be tolerated at NTA.

## Computer and Internet Use - *Mahi ā-rorohiko me te ā-ipurangi*

NTA provides computers, networks, and internet access to support your learning while at NTA.

Learners are required to comply with the Computer and Internet Use policy and the accompanying rules.

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

### **Learner 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.**

Learner 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**

Learner access to NTA computers, networks, and internet services are provided for educational purposes and research consistent with NTA's education goals. The same rules and expectations govern learner use of computers as apply to other learner conduct and communications. Learners are expected to comply with these rules and all specific instructions from their tutor or other staff when accessing NTA computers, networks, and internet services.

#### **C. Prohibited Use**

The user is responsible for their actions and activities involving NTA computers, network, and internet services and for their computer files, passwords, and accounts. Examples of unacceptable use that are 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 NTA policies, procedures and/or NTA 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. When internet sources are used in learner work, the author, publisher, and web site must be identified.
- 5. Copying Software** – Copying or downloading software without the permission of the system administrator.
- 6. Non-NTA-Related Use** – Using the NTA computers, networks, and internet services for non-NTA-related purposes such as 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 NTA computers, networks, and internet services, including but not limited to hacking activities and creation/uploading of computer viruses.



#### **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 learners. Learners have no expectations of privacy in their use of NTA computers, including e-mail and stored files or while on NTA internet.

#### **E. Facebook**

It is recommended that learners follow NTA on Facebook.

Any use of social media by an NTA learner 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.

#### **Restrictions on social media**

Due to the high risk of reputational damage to NTA and the viral nature of social media increasing the 'spread' of negativity, the following policies applies:

- a. Comments or photographs on your personal social media platforms that could be classed as negative, inappropriate, or unprofessional are prohibited.
- b. Comments or photographs on any social media platform directly linked to NTA that could be classed as negative, inappropriate, or unprofessional are prohibited.
- c. Being 'tagged' or 'linked' to anything of this nature is prohibited and learner should remove anything of this nature immediately.
- d. Linking any social media profile to any staff member is prohibited whilst you are a current learner at NTA.

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

The learner and/or the learner's parent/caregiver shall be responsible for compensating NTA for any losses, costs or damages incurred by the learner 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 learners including but not limited to credit card charges, equipment or for any illegal use of its computers such as copyright violations.

#### **H. Penalties**

Any learner who attempts to breach, or breaches, the computer use policies shall have their privileges revoked and may be subject to additional disciplinary and/or legal action which may include suspension or withdrawal from NTA programmes.

## **Self-Directed Learning Hours - *Ngā haora Ākonga hei mahi takitahi***

As part of some programmes, learners are required to complete a set number of self-directed learning hours in addition to what they do with tutor's face to face in class. It forms part of the approved programme and supports your learning and ability to successfully complete your qualification. Each programme has an expected number of hours for learners to complete which your tutor will regularly check to ensure you are meeting programme requirements.

### **Work Experience - *Mahi Wheako***

Work experience is a compulsory and valuable part of your learning experience on specific courses. 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. 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 experience the work environment.

### **Health and Safety - *Te Oranga me Haumarū Tangata***

At the beginning of a course learners are given an NTA Risk Assessment & Management form outlining the health and safety considerations relating to their course. The tutor discusses this form with the learner who signs that they have read and understood it. A copy is kept by the learner while a second copy is retained in the learner's file in the office. The first weeks of any programme of study focus on skills and knowledge relating to health and safety. Various modules/units 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

## Learner Support Services - *Kaitautoko ā-Ākonga*

### Internal Support

If you have any concerns, we have a dedicated pastoral care team available to speak to.

### Learning Support

If you require any learning support, please discuss this during the enrolment process so that it can be organised for your course. Literacy and numeracy are embedded in all courses. 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 and appropriate PPE.

### External Support

General Health Websites

[www.school-leavers-toolkit.education.govt.nz](http://www.school-leavers-toolkit.education.govt.nz) – Advice and resources to help young people find their way after leaving school.

<http://www.healthnavigator.org.nz> – Providing reliable health information and self-care resources including mental health, smoking, diet, sleep, and pregnancy.

[www.health.govt.nz](http://www.health.govt.nz) – Advice and Healthline on all health matters including Covid-19, health and disabilities, mental wellbeing, addictions, alcohol, and drug abuse.

### Specific Advice & Helplines

[www.alcohol.org.nz](http://www.alcohol.org.nz) – Information and advice to help people make better decisions about drinking alcohol.

[www.anxiety.org.nz](http://www.anxiety.org.nz) – Help for those who experience anxiety, depression, panic attacks, OCD, and phobias.

[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz) – Information and advice on mental health and wellbeing.

Depression Helpline – A free 24/7 helpline. Phone 0800 111 757.

Lifeline – A 24/7 telephone service for counselling and support. Phone 0800 543 354.

[www.youthline.co.nz](http://www.youthline.co.nz) – Counselling and mentoring service. Phone 0800 376 633. Text 234.

[www.thelowdown.co.nz](http://www.thelowdown.co.nz) – Straight up answers and help for when “life sucks”. Text 5626.

[www.netsafe.org.nz](http://www.netsafe.org.nz) – Information on online bullying. Phone 0508 638 723.

[www.outline.org.nz](http://www.outline.org.nz) – Confidential sexuality, gender identity support. Phone: 0800 688 5463.

[www.ry.org.nz](http://www.ry.org.nz) – Rainbow Youth provides support, information, and advocacy for queer, gender diverse, takatāpui and intersex young people.

Samaritans – A 24/7 helpline for loneliness, depression, despair, distress, or suicidal feelings. Phone; 0800 726 666.

Suicide Crisis Helpline - Support, information, and resources for people at risk of suicide, family, whanau, friends, and supporters of those affected. Phone: 0508 828 865.

[www.youthlaw.co.nz](http://www.youthlaw.co.nz) – A free legal service for those under 25 years. Phone: 0800 884 529

[www.communitylaw.org.nz](http://www.communitylaw.org.nz) - A free legal service for everyone.

## Disclosure of Information to Learners - The National Trade Academy Ltd

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

*Note: Not all the information below is applicable to all Learners.*

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 Learners' needs are met. This will require the making available of learner enrolment details, attendance and academic records, and information pertaining to learner 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 Learners 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 Learners at the Academy.
- 1.3 When the applicant has paid the fees in full into the Public Trust account or applied to Studylink for a learner 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.
- 1.4 The learner is not entitled to tuition until the enrolment process has been completed.
- 1.5 If the learner 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.
- 1.6 The learner 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 learners, 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 eight 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 Learners 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.
- 3.6** 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.**

**Note:** Where a learner has used a Studylink loan to pay fees, any refund available must be returned to Studylink directly.

Please refer to the following refund provisions:

For courses (3 months or more in duration):

- 4.1** If a learner wishes to cancel further study before the end of the 8<sup>th</sup> calendar day of the course, learners will receive a full refund, less administration costs of up to 10% of any amount paid or \$500, whichever is less.
- 4.2** If a learner 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 as noted above.
- 4.3** After the first 8 days of the course, refunds will only be made at the discretion of the Academy Manager or Finance Manager, (in consultation with Management), and only if the learner can prove extenuating circumstances necessitating the withdrawal.

Other course durations and withdraw periods:

- 4.4** For courses of 5 weeks or more but less than 3 months, withdrawal may be made up to the end of 5 calendar day of the course commencing. A minimum of 75% of the amount the learner paid will be refunded.
- 4.5** For courses of more than 2 days but under 5 weeks, withdrawal may be made up to the end of the 2<sup>nd</sup> calendar day of the course commencing. A minimum of 50% of the amount the learner paid will be refunded. If the course paid for two days only, no refund will be given.
- 4.6** For courses of 2 days or less, no refund provision will apply.

Leave:

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

#### **5. Absence or Illness**

- 5.1** Learners 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 learner terminates the course of study after formal disciplinary action, the learner is not entitled to any refund of fees.
- 5.4 Illness is not a basis for an automatic refund of fees or extension of study.
- 5.5 A learner 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 Academic Manager.

## **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 learner 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 learner.
- 7.3 Permission for such leave must be requested at least one week before the intended holiday commencement date.
- 7.4 Learners 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 Learners 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 learner must attend all courses and arranged activities and complete all assigned coursework.
- 8.2 The learner must always behave considerately, including when at NTA, while on NTA organised activities or in any other situation where the learner could be identified with the Academy.

# The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

## *Ngā Tikanga Mahi Mātauranga*

### **Purpose of the Code**

The purpose of this code is to ensure, so far as is practicable, that tertiary and international learners 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 Learners, and additional outcomes and requirements in relation to domestic tertiary Learners residing in learner accommodation.

Under the Code, we help you to be safe – physically & mentally, respected and accepted for who you are, supported in your learning and wellbeing, connected with your social and cultural networks and to be able to have your say in decisions about services.

Short video clips explaining the code can be accessed via the link below –

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

### **Access to the Code**

Learners can obtain a copy of the Code from NTA or [www.nzqa.govt.nz/know-the-code](http://www.nzqa.govt.nz/know-the-code)

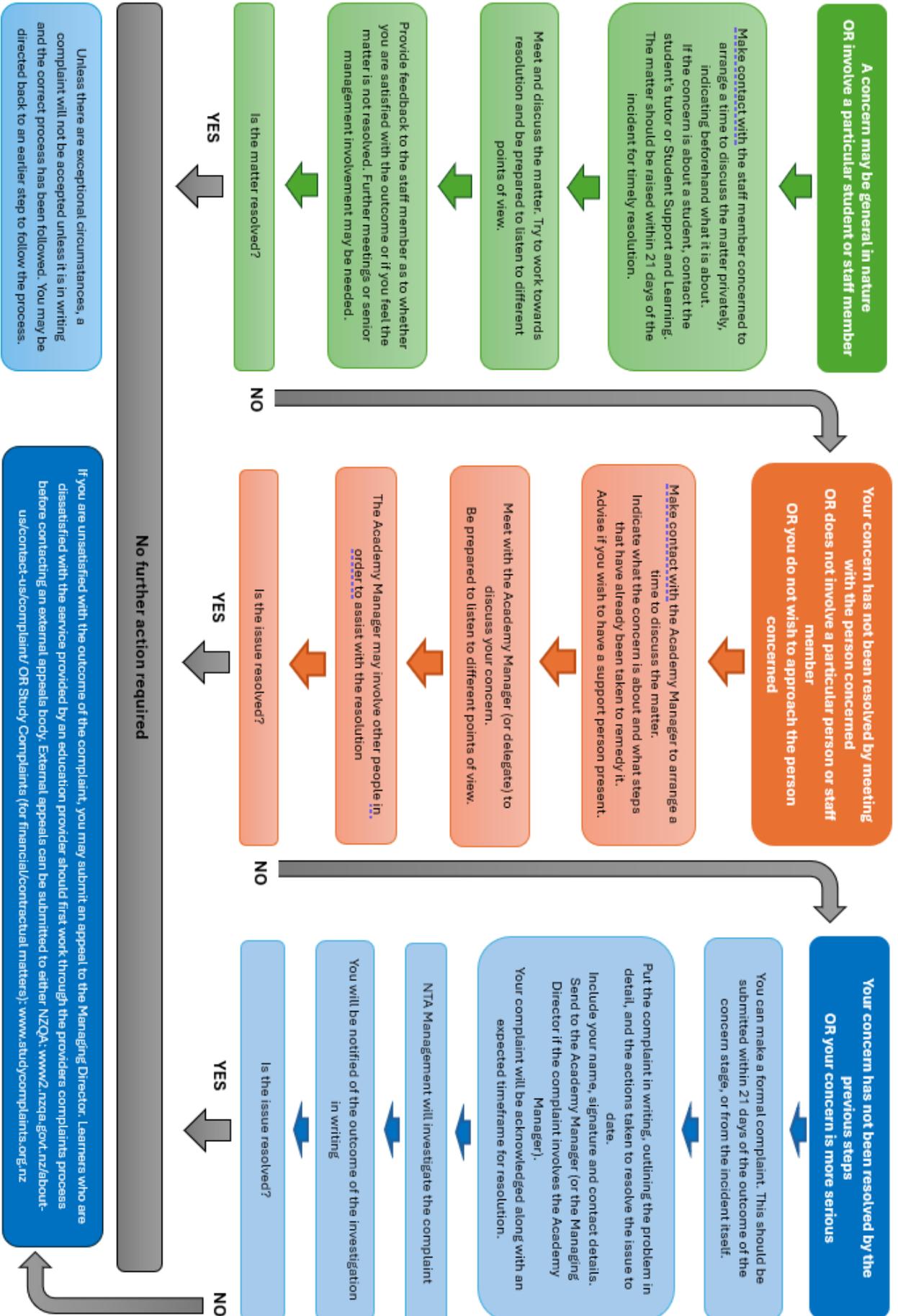
### **Complaints**

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 you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's [website](#) provides useful information about the avenues available to you.

Or, if it is a financial or contractual dispute, you can contact Study Complaints by phone on 0800 00 66 75 or email [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)

# Grievance Procedures – Concerns and Complaints Procedures



## Contact Details- Taipitopito Whakapā

### **New Zealand Qualifications Authority (NZQA)**

PO Box 160, Wellington

Telephone 0800-72-4357

E-mail: [helpdesk@nzqa.govt.nz](mailto:helpdesk@nzqa.govt.nz)

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

PO Box 27 048, Wellington 6141

Phone: 0800 601 301

### **Workforce Development Councils**

[www.ohumahi.nz](http://www.ohumahi.nz)

### **Public Trust**

PO Box 31543, Lower Hutt, Wellington

Phone: 0800 494 733

### **Study Complaints**

Website: [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

Email: [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)

Phone: 0800 00 66 75

## Emergency and Evacuation Procedures

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

**McLEANS ISLAND CAMPUS**  
**890 McLEANS ISLAND ROAD, CHRISTCHURCH**  
***1.6KM PAST ORANA WILDLIFE PARK ON McLEANS ISLAND ROAD.***  
**PHONE: (03) 360 2192**

**NTA ENGLISH ACADEMY**  
**76 PETERBOROUGH STREET**  
**CHRISTCHURCH CENTRAL**  
**PHONE: (03) 925 9160**

**CRAFTED COFFEE COMPANY**  
**121 BLENHEIM ROAD**  
**RICCARTON**  
**PHONE: (03) 348 4833**

### TUTOR RESPONSIBILITIES

1. All tutors must complete daily attendance registers and instruct all new learners and visitors on emergency procedures and the location of assembly area.
2. Have a good understanding of their responsibilities regarding emergency procedures when there is a flood, earthquake, or fire.
3. Ensure all learners and visitors are aware of fire restrictions including authorized smoking/vaping areas.
4. Where tutors must leave learners at the McLeans Island campus, tutors are to ensure that the names, location, and activities of learners left behind are provided to the tutor or staff member supervising the learners.
5. All visitors to the McLeans Island or English Academy campuses 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 a fire extinguisher.
7. In the event of an emergency make sure that all learners and visitors are directed to the emergency assembly area, ensuring the following:
  - That all buildings 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 learners 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 the all-clear is given.

## **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 administration office in the Health and Safety folder.

## Location of Emergency Assembly Areas

### McLeans Island Campus *890 McLeans Island Road*

The grassed area beside the classrooms, as shown below:



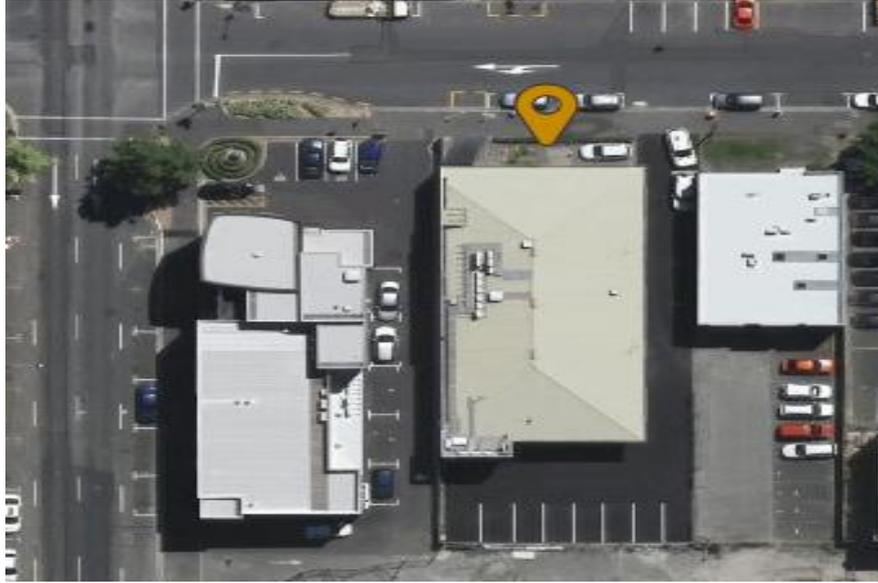
Wardens and tutors are to ensure that people in this area do not slow any arriving emergency vehicles etc.

#### Notes regarding the selection of the location of the assembly area.

It is located close to the office 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.

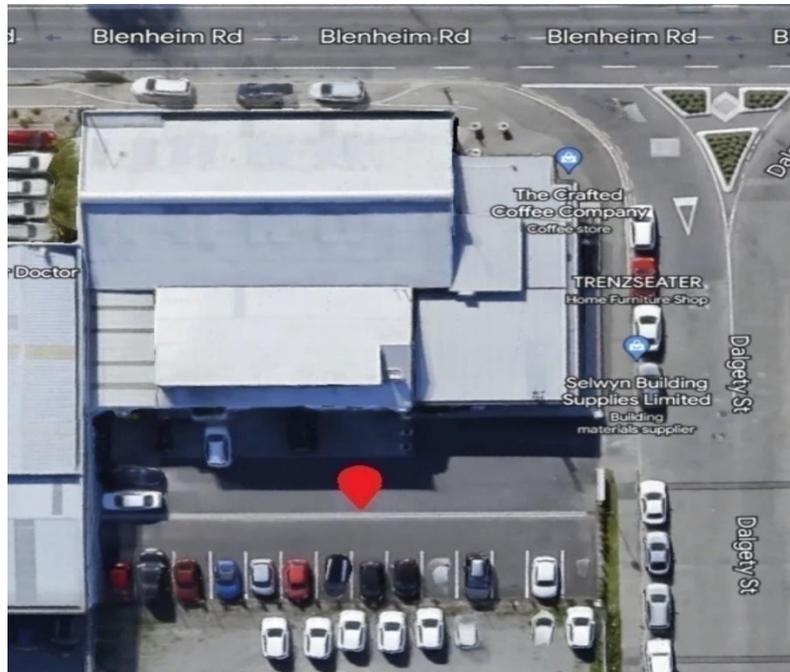
**NTA English Academy**  
***76 Peterborough Street***

The assembly area is immediately in front of the NTA English Academy building.



**Crafted Coffee Company**  
***121 Blenheim Road***

The assembly area is the car park immediately behind Crafted Coffee Company.



## Privacy Policy - *Te Matatapu*

**Privacy** – National Trade Academy collects and stores information to:

- manage the business of the National Trade Academy (including internal reporting, administrative processes)
- comply with the requirements of the [Education and Training Act 2020](#) 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.html>

### *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 learner loans and allowances) and Inland Revenue (learner 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 Learners 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 (NSI) and may be used in an authorised information matching programme with the New Zealand Birth Register.

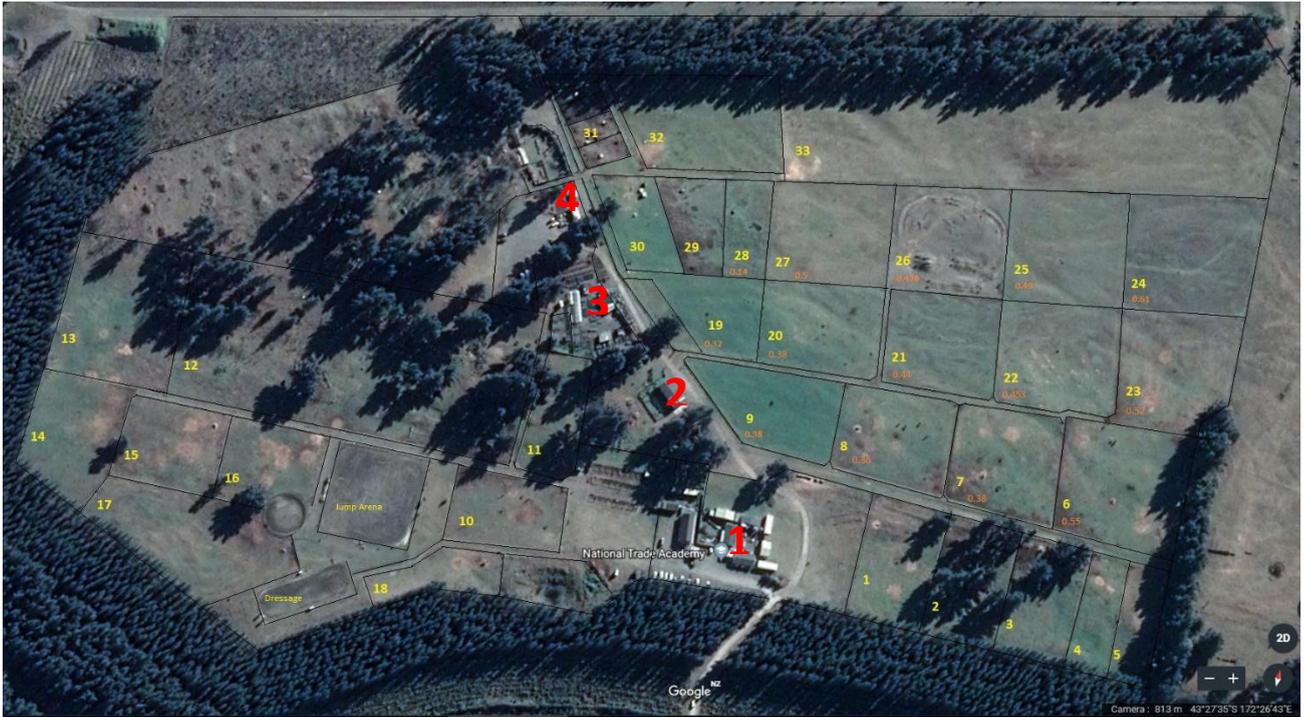
The government agencies above may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used to produce official statistics, to give policy 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 organisation for the purpose of verifying academic records.

## Map of McLeans Island Campus



1: Office and Main Classroom block  
 2: Workshop area (and Class 13)

3: Nursery (and Class 14)  
 4: Arion Farm Park

## Office and Main Classroom Block



## Course Details - *Taipitopito Hōtaka*

Course name: \_\_\_\_\_

Course days: \_\_\_\_\_

Tutor name: \_\_\_\_\_

Tutor email: \_\_\_\_\_