



Student Handbook

The Training Team believes and promotes a learning environment that provides equality, kindness, and acceptance. Success with caring!!!

Contents

Welcome	3
3 things you must adhere to:.....	3
The other rules!	5
Health and Safety	7
For your comfort we have:	9
Assessment Process	10
Appeals:	11
Grievances/Complaints	11
Your NZQA Record of Learning	12

Welcome

We welcome you to your learning journey with The Training Team.

Please review this information so you know the expectations and processes to follow.

We are here to help you achieve the goals you set.

The Training Team Ltd has some rules and processes to help promote a great environment in which you can learn and demonstrate your skills.

3 things you must adhere to:

Being Positive

Developing a positive belief in yourself is a fundamental principle of The Training Team Ltd. Learning to see problems as challenges and having a “can-do” attitude are key factors in changing people’s lives.

No Put-downs

The course operates from positivity, encouragement and support, and put-downs do not belong here.

Respect

This includes respect of **self**, respect for **others** and respect for **property**.

The Training Team Ltd offers an inclusive class environment so students can learn and participate together. We offer a supportive culture for all learners, including those with learning differences and those who need the challenge of more complex learning; regardless of culture, ethnicity, background, gender, position at work, clothing style etc., all students are treated equally.



We encourage in the classroom and in self-directed work:

- Learners' alternative perspectives and ideas
- Learners' sharing their own life stories and interests.
- We promote a supportive, respectful environment where we advocate for fairness.
- We have high expectations of all our students and show that we believe in them.

We create a supportive peer culture both inside and outside the classroom and encourage learners to work with colleagues to discuss aspects of their learning.

In workshops we work hard to ensure you really are engaged in your learning, so you can apply real things in real situations.

We encourage you to ask questions, check your understanding, contribute to activities and be respectful to everyone.

The other rules!

Alcohol/Drugs

The use of alcohol or drugs before or during course times will result in student being asked to leave the premises.



Cellphones Please turn off your cellphone while in class as it can be distracting for other students. If you are waiting for an urgent call, please explain the situation to your Assessor. If you must make an urgent call, be considerate of others.



Chewing Gum

If you are chewing gum please dispose of it correctly, either in an outside rubbish bin, or by wrapping it before you dispose of it.



Valuables

Please be responsible for money, etc.,— do not cause temptation. All students are responsible for ensuring the security of any valuables they bring to course.

Language Students are expected to ensure their language, both within the classroom and around the premises, is respectable. This includes no swearing or abuse. Sexually explicit language (including jokes) is also not appropriate within this environment and will not be tolerated.



Restricted Areas

Please be aware that ALL OFFICES ARE OUT OF BOUNDS, unless you are accompanied by an appropriate staff member.



Smoking/Vaping

All buildings (including toilets) are smoke-free zones. No smoking is allowed inside the building, or near entrances.



Pandemic Compliance

All government & NZQA covid or other pandemic related rules are followed. The health and safety of the staff and students is paramount. When required to, please wear a mask at all times inside the building.

Harassment

No form of harassment is acceptable.

It is the duty of the training provider to provide a training place free of sexual harassment and to take immediate action whenever a student reports such action so that the harassment does not continue. Harassment may include teasing, touching, threats, inappropriate images, rude jokes and all the things that are not kind, fair or responsible.



IF YOU HAVE A PROBLEM WITH HARASSMENT

PLEASE TALK WITH YOUR ASSESSOR

OR THE OFFICE MANAGER.

Health and Safety

As your training provider, The Training Team Ltd is committed to ensuring that all areas of our training are conducted under optimum safety conditions. We take all reasonable precautions to provide students with adequate protection from any health and safety hazards while on site. First Aid kits are available in all training venues; please see your tutor for assistance.

All accidents that result in injury must be reported to the appropriate parties immediately and entered into the Accident Register within 24 hours..

***PLEASE ADVISE STAFF IMMEDIATELY
IN THE CASE OF AN ACCIDENT***

The Health & Safety at Work Act 2015 underpins what The Training Team Ltd does. We support The Act's focus on managing risk by making everyone's responsibilities clear, and recognising that everyone, including each student, has a role to play.



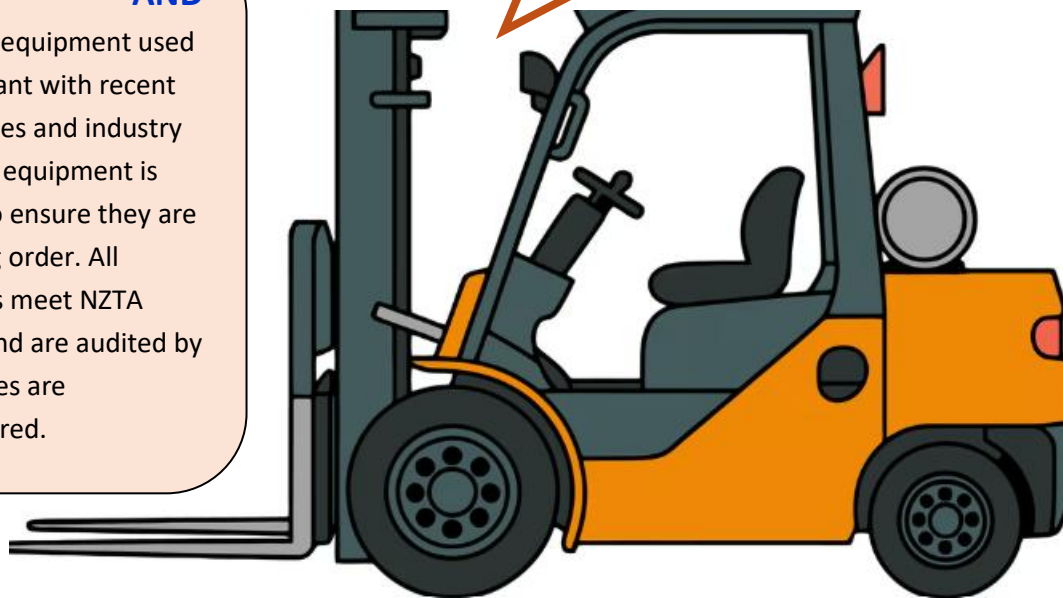
For your comfort we have:

- ✓ Accessible and clearly marked emergency exits,
- ✓ Clearly marked outdoor assembly points,
- ✓ Adequate circulation of air,
- ✓ Appropriate heat in the winter,
- ✓ Appropriate cooling in the summer,
- ✓ Access to rest room,
- ✓ Reasonably comfortable seating and table configurations,
- ✓ Drinking water,
- ✓ Access to a telephone for emergency calls in or out,
- ✓ No visible hazards that are not signposted appropriately,
- ✓ No exposed cords or electrical hazards (tape is carried at all times to tape loose cords to the floor)
- ✓ First aid box availability (located in the company's premises or taken out with the trainer)
- ✓ Emergency evacuation instructions,
- ✓ Injury prevention information (e.g. if there is a driving exercise, safety is critical and the assessor will insist they takeover if it was deemed the student was unwell or not driving correctly.
- ✓ Easy access to outside.

All the points outlined above will be reviewed for each and every training session.

AND

All vehicles and equipment used are fully compliant with recent fitness certificates and industry standards. All equipment is checked daily to ensure they are in good working order. All driving activities meet NZTA requirements and are audited by NZTA. All vehicles are adequately insured.



Assessment Process

During your course you will complete assessments that are approved and based on NZQA Unit and Skills Standards (which align with related industry requirements). You will have to answer some written questions related to the topic and you will have to demonstrate the skills you have been taught. You must meet ALL OF THE REQUIREMENTS of the assessments to be awarded the certificate.

While we cannot give you answers or provide too much guidance we will support you with quality teaching, great resources and lots of in-session recaps.

The Training Team Ltd is committed to an open, systematic and consistent assessment process. Your Assessor will discuss the Unit Standard requirements with you and make sure you are comfortable and understand what you will be required to do. This will include a quick description on what the Unit Standard is, the outcomes, evidence requirements, what is expected to achieve competence and the possible outcomes you can achieve. If appropriate, Reader/Writer assistance will be available.

Yay! - Success

1. Assessor discusses results with student
2. Student receives an Outcome and Feedback form as evidence of having achieved the unit
3. Assessor advises administrator of unit standards achieved
4. Administrator enters the result into the NZQA system of all successful unit/skill standards completed within 2 weeks of student exiting the course.



Oops! - You need to redo



1. Assessor shows the student where the errors are and why they do not pass.
2. The assessor explains what must be done and to what level.
3. Any barriers or obstacles are discussed and addressed.
4. Date for reassessment is agreed and set.
5. Assessor and student work to address areas not achieved
6. If the requirements are not met, the student needs to start it all again.

All assessments, once marked, go through our Internal Moderation process to ensure that the marking is fair, valid, consistent and appropriate across our courses and assessors. Any assessments that The Training Team Ltd do develop in the future will go through a full pre-moderation process with the necessary compliance groups.

Appeals:

If you disagree with the outcome of an assessment you can appeal. Just discuss this with your Assessor or another staff member (if this is more comfortable for you). This is then investigated by a member of the management team who will then advise you of their decision. Should you still object to the decision and wish to continue to Appeal you must put your concerns in writing to NZQA. Follow this link for the process and the form you must complete.

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

Grievances/Complaints

All student complaints are taken seriously and discussed with Management. A serious complaint is dealt with immediately. Where a student has a grievance with a fellow student, a staff member or member of management, the grievances should be discussed with their Assessor in the presence of a fellow student. If the complaint is about the Trainer/Assessor, the complaint must be raised with management.

If unresolved, the issue should be given in writing, and an appointment will be made for further discussion by all parties in the presence of a member of management to resolve the complaint or make sure appropriate action is taken. Students should be aware that The Training Team Ltd encourages them to bring support people if it makes them more comfortable (e.g., Guardian, Whanau, Kaumātua, friend or representatives).

If the complainant is still not happy with the decision and/or action taken by management in response to their complaint, they can request (in writing) to appeal the decision and can also submit the written concern to a suitable authority (such as NZTA, Tertiary Education Commission, NZQA) and both parties will abide by the outcome of this final process.

Human Rights Commission

0800 496 877

PO Box 6751, Wellesley St, Auckland, 6144

www.hrc.govt.nz infoline@hrc.govt.nz

New Zealand Qualifications Authority

0800 697 296

PO Box 160, Wellington, 6140

www.nzqa.govt.nz



Student Welfare

The ethos of The Training Team Ltd is to provide training in a caring manner. Refer to *the Code of Pastoral Care* for more details.

Your NZQA Record of Learning

The Training Team Ltd upload your results to the NZQA system within 2 weeks of you finishing the course.

You can access your own record of learning.

Ask one of the team for your National Student Number (NSN), or you can use the [NZQA chatbot, Awhina](#)

Then you need to create a login with NZQA.

Steps to Access Your Record of Learning:

- **Log in/Register:** Go to the [NZQA website and select 'Log in'](#).
- **New Users:** Select 'New Users: Register Now' if you haven't created an account, using your NSN and date of birth.
- **Locate NSN:** If you do not know your ,, ask the chatbot Awhina on the site, call 0800 697 296, or check with your school.
- **View Results:** Once logged in, select the "Record of Achievement" tab to see all your achieved national qualifications and unit standards.
- **Ordering:** You are entitled to one free paper copy if you had results reported to NZQA in the previous year.



Important Information:

- The RoA shows qualifications gained since the NZQA framework began.
- You can use the digital version to share results with employers or education providers.
- If you have trouble logging in, use the "[Troubleshooting page](#)" or call NZQA for assistance.

ANY QUERIES OR CONCERNS—ASK YOUR ASSESSOR!

