

Student Handbook
New Zealand Training
Assessments Ltd



2022

"NZ TRAINING ASSESSMENTS LTD believes and promotes
Equality, Equity, Kindness and Acceptance,
As each is a critical success factor."

WELCOME

NZ TRAINING ASSESSMENTS LTD is a humble NZQA accredited training provider. NZ TRAINING ASSESSMENTS LTD has no full-time students and has a permanent delivery address at 165 Stoddard Road, Mount Roskill, Auckland 1041

NZTA started in February 2001 in West Auckland as an in-house trainer for Cheap Cabs Ltd offering training and testing for Passenger Endorsement and Auckland Area Knowledge certificates required to drive a Taxi in Auckland.

In 2006, NTZA relocated to Mt Roskill with Cheap Cabs to continue to train and assess p

otential drivers for the taxi company, and other Auckland taxi companies.

The new location attracted a lot of new people and training opportunities, NTZA required further trainers to sustain the growth of the training side.

NZTA was registered in September 2008 as a separate entity from Cheap Cabs Ltd.

NZTA's success in Training and Assessments in the past 10 years plus and the opportunity to expand in this industry has resulted in its motivation to become a Private Training Establishment.

NTZA receives referrals from Work and Income, ACC New Zealand, not to mention word of mouth from existing students but also the internet.

GENERAL INFORMATION

NZ TRAINING ASSESSMENTS LTD has 3 rules which must be adhered to:

Being Positive

Developing a positive belief in yourself is a fundamental principle of NZ TRAINING ASSESSMENTS 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**.

STUDENT INFORMATION

Covid-19 Compliance

All government and NZQA covid related rules are followed. The health and safety of the staff and students is paramount. Please wear a mask at all times inside the building.

Alcohol/Drugs

The use of alcohol or drugs before or during course times will result in student being ask 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.

Harassment

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 sexual favours, implied or overt promises

of preferential treatment, threats concerning future employment status, sexual orientated jokes, unwarranted and deliberate physical (this may include patting, pinching or brushing against someone) or the display of pornographic pictures in the workplace.

**IF YOU HAVE A PROBLEM WITH HARASSMENT PLEASE
TALK WITH YOUR ASSESSOR OR THE OFFICE MANAGER.**

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.

Phone Calls

NZ Training Assessments LTD allows students to use the office phone for emergency or urgent reasons only. Call duration must be kept to a minimum and no cellphone numbers may be called.

Restricted Areas

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

Safety

As your training provider, NZ Training Assessments LTD is committed to ensuring that all areas of our training are conducted under optimum safety conditions. NZ Training Assessments LTD will take all reasonable precautions to provide students with adequate

protection from any health and safety hazards while on campus. 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 within 24 hours and entered into the Accident Register.

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

Students also have responsibilities—these are detailed later in this booklet.

Smoking/Vaping

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

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.

**THE TRAINER PROVIDER ACCEPTS NO RESPONSIBILITY
FOR ANY LOSS OR DAMAGE TO STUDENTS' PROPERTY**

Assessment Process

NZ Training Assessment 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.

All Unit Standards go through our Internal Moderation process to

NZQA Unit Standard Information

During your course you will complete NZQA Unit Standards which are accredited nationally and illustrate areas of competence you have achieved to complete this Certificate.

Here is the process for completing Unit Standards:

- STEP 1 Agreement with tutor to complete a relevant unit standard as and when you are ready for assessment
- STEP 2 Assessor goes through the Pre Assessment form so you understand:
- what will be tested and what you are expected to be able to do
 - the date of the assessment and what tasks you will complete
 - the possible outcomes ('Achieved' or 'Not Yet Achieved')
 - who will be marking the assessment
- STEP 3 Assessment is completed on the agreed date
- STEP 4 Assessment is marked within a day or so of its completion and feedback given
- STEP 5 Result

| IF STUDENT ACHIEVES THE UNIT |
|--|
| <ul style="list-style-type: none">• Tutor discusses results with student• Student receives an Outcome and Feedback form as evidence of having achieved the unit• Assessor advises administrator of unit standards achieved• Administrator advises NZQA of all successful unit standards completed within 4 weeks of student exiting the course. |

THINGS TO NOTE:

IF STUDENT DID NOT ACHIEVE

- Assessor shows the student where criteria was not met
- Barriers are addressed
- Date for reassessment is agreed and set
- Assessor and student work to address areas not achieved
- Start again at step one

APPEALS:

If you disagree with the outcome of a unit standard 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 of their decision. Should you still object to the decision and wish to continue to Appeal you must put your concerns in writing (a simple letter is all that is needed) within 7 days of receiving management’s decision.

The Appeal is then discussed with NZQA and/or our Advisory council and both parties will abide by the outcome of this final process.

RECORD OF LEARNING:

At any time NZ Training Assessment LTD can access your Record of Learning from within the NZQA website which shows the unit standards and/or qualifications that you have been awarded from any NZQA associated study you have completed.

ANY QUERIES OR CONCERNS—ASK YOUR ASSESSOR!

WELFARE PROCEDURES

Student Welfare

The ethos of NZ TRAINING ASSESSMENTS LTD is to provide training in a caring manner.

At NZ TRAINING ASSESSMENTS LTD we provide a training facility that meets all health and safety requirements and use vehicles for driving tests and practices that meet all NZTA requirements operated by fully licenced staff.

Management ensures that all regulations and teaching procedures are in the best interest of the student. We endeavour to support each student physically and emotionally.

As NZ TRAINING ASSESSMENTS LTD does not hold any course that runs more than 4 days we are not privy to their lifestyle or basic needs. Where communication or an assessment submission alerts us to struggles a learner may be having we will reach out to that learner to ensure they can access the support they need.

If it was feared a learner had nowhere to live or no food, we will individually work with that learner to identify and access the resources available in their hometown.

Your first point of call for any such issues is your Assessor. Your course Assessor will provide the advice or alternatively provide you with contact details of other staff members or external organisations within the community to assist you.

We acknowledge our limitations but will endeavour to help you as much as we can, or put you in touch with someone who can.

Inclusive learning environment.

NZ TRAINING ASSESSMENTS LTD offers an inclusive in class environment so students can learn and participate together. We offer a supportive environment 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 ect 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 the Assessor keep track of who comments, responds, asks and contributes. That way every person is then purposefully included in questions and tasks in an equal manner. There are no silent learners and no "take over the class" learners.

We work had to ensure learners really are engaged in their learning, so they apply real things in real situations as NZ

STUDENT HEALTH & SAFETY RESPONSIBILITIES

The Health & Safety at Work Act 2015 has worked to provide a new way of thinking about the health and safety of all people at a workplace. There is a focus on managing risk by making everyone's responsibilities clear, and recognising that everyone, including each student, has a role to play.

As a student you must:

- Wear appropriate footwear. Covered toe shoes eg, trainers, sneakers ect.
- take all practicable steps to ensure you keep yourself safe during the course.
- take no action or inaction that will cause harm to any other person.
- notify your Assessor, or another staff member, of any potential or actual hazards that are found as soon as practicable.
- assist other students to abide by the Health and Safety Policy.
- follow the above policy and all Health and Safety requirements specific to the place/site of your training.
- notify your Assessor at the start (or during the course) if for any reason you are medically unfit to attend (or complete)

HEALTH & SAFETY

NZ TRAINING ASSESSMENTS LTD makes sure

- 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.

All vehicles used are fully compliant with recent fitness certificates. All trucking equipment is checked daily to ensure they are in good working order.

All driving activities meet NZTA requirements and are audited by

COMPLAINTS PROCEDURE

Appeals

There is a system in place to enable you to appeal over any aspect of your reports or unit assessments that you consider to be inappropriate. On receipt of the report/unit result you should discuss the matter with your Assessor.

If unresolved the issue should be given in writing. This form must be completed and returned to the Manager within seven days of receiving the report/unit result.

Another Assessor will be asked to review the material and make a recommendation to the Manager. You will be notified in writing of the result and where necessary the report/unit will be rewritten and reissued.

Grievances/Complaints

All student complaints are to be taken seriously and discussed with Management. 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 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 NZ Training Assessments LTD encourages them to bring support people if it makes them more comfortable (eg: 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. The complaint is then discussed with members of the NZ Training Assessments LTD and/or a suitable authority (such as Work & Income, 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

Serious complaints will be dealt with immediately. Non-serious complaints will be dealt with within five working days.



PHONE: **0800 244 666**

Website: www.drivertraining.org.nz

Email: admin@nztrainingassessments.co.nz

Location: 1A/165 Stoddard Rd, Mt Roskill, Auckland