



Learner Handbook

A guide to training and learning

This guide will help you to get the most from your experience with Tana Training Limited. We value your feedback. If you have any suggestions on how we can improve our courses, please let us know at training@tana.nz. ***Our training in High-Risk work is to strengthen the safety fabric.***

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Overview

This Learner Handbook should be used as a reference for the services offered by Tana Training Limited to its learners and as a guide with regard to the responsibilities of each party in the learning and development journey.

Tana Training Limited (Code of Practice) will

- Ensure that our learners are safe - physically and mentally.
- Ensure that our learners are supported in their learning and wellbeing.
- Ensure that our learners are always treated with respect and fairly.
- Ensure that our learners can have their say in decisions about services.
- We will always be sensitive to the cultural and diverse backgrounds of our learners.
- We will respect the privacy and confidentiality of our learners, and client information.
- We will ensure that all learners have the same advantage in learning.

Tana Training Limited - Code of Conduct

- We encourage all learners to respect others' views during training.
- We encourage an accepting and friendly atmosphere during training.
- We will always, motivate and inspire our learners to work safely and efficiently.
- To help keep everyone safe, learners are required to listen to their trainer and follow any guidance that they give them.

We:

- provide our clients and learners with clear and accurate information about the courses we offer.
- have trainers and assessors are vastly experienced and appropriately qualified in the related field and have relevant skills and expertise.
- continually develop and use the most up to date training technology and resources.
- recognise relevant qualifications and statement of attainment issued by other providers from New Zealand.
- continually review and evaluate our systems, courses, and services
- welcome client and candidate feedback to advise us on strategic direction.
- have a robust complaint and appeals procedure.

Compliance with New Zealand Legislation & New Zealand Qualification Authority

As a Private Training Establishment (PTE), Tana Training Limited has agreed to operate within the conditions of registration as set down under sections 232D-236 of the Education Act 1989, Education Amendment Act 2011 section 46(1)(a)(i) and the Private Training Establishment Registration Rules 2013.

Tana Training Limited will observe laws governing:

- vocational education and training
- occupational health and safety
- workplace harassment, victimisation and bullying
- equal opportunity
- privacy

Important Legislation which affects Tana Training Limited includes:

Accident Compensation Act 2001
Education Act 1989
Health and Safety at Work Act 2015
Human Rights Act 1993
Privacy Act 1993

Tana Training Limited staff are briefed on the above legislation during their induction.

Occupational Health and Safety

Tana Training Limited recognises its responsibilities to ensure the safety and well-being of learners, staff and visitors and meets its obligations under the HS&E Act 1992 regarding its duty of care.

To achieve this, Tana Training Limited will comply with all relevant Health and Safety in Employment legislative and statutory requirements and provide appropriate training, induction, and resources to this effect, including the identification, assessment, and control of hazards in the workplace.

Tana Training Limited believes that Health and Safety is a shared responsibility, adopting a consultative approach to hazard management and expecting all staff to be always safe.

Tana Training Limited carries out regular safety inspections of its premises to ensure a safe workplace and safe training facility.

Your trainer will advise you of the emergency procedures and assembly points before the course starts. If you have any health or safety concerns during the course, please notify your trainer.

- Nominated Health and Safety Representative conducts an audit using the HSE Checklist.
- Where a hazard has been identified, a hazard elimination control plan is to be completed (JSEA).
- All documents are to be signed by parties listed and filed.

Where an incident or injury has occurred, the following procedure is applicable:

- Follow the critical and non-critical incident flowchart.
- Injured persons will be taken to Emergency Services immediately.
- Any outstanding hazards are to be dealt with by the nominated Health and Safety Representative using the hierarchy of Control approach (DRSABC).
- Nominated witness or Health and Safety Representative to complete an Incident Log Form. All documents are to be signed by the parties listed.
- Relevant Safety Authority to be contacted where required (Work Safe)
- Incident is to be recorded on the Incident Register

Learner Behavior and responsibility

Learners are informed of their responsibilities to behave and act in a safe manner, while under training and assessment. Tana Training Limited subscribes to regular updates from the relevant authorities in regard to Health and Safety in Employment.

- To help keep everyone safe, we ask that you listen to your trainer and follow any guidance that they give you.
- Tana Training Limited expects our ākongā/learners to be actively engaged in the course and contribute to course discussions. These discussions are a great way to share ideas and relate the course material back to the workplace.
- Learning from others and sharing experiences will help you to get the most out of our courses.
- Our learning environments are free from sexism, racism, discrimination, bullying and harassment. Be considerate of other ākongā/learners. If you are disruptive, you may be asked to leave.
- Demonstrate courteous and respectful behavior when dealing with other learners and Tana Training Limited staff.
- You must arrive on time. If you are delayed for any reason, please call to let us know before the course starts.
- Please dress appropriately for your course. Please refer to your course confirmation for any specific clothing requirements.
- All of our courses include assessment to confirm your knowledge, skills and understanding at the end of a course.
- All assessment work must be your own and presented in your own words.
- Read and understand Learner handbook and information (available on our website).
- Maintain awareness for Health and Safety and be aware of Emergency procedures when attending a course.

- Complete any pre-requisite pre-learning.
- Discuss any concerns with appropriate Tana Training Limited staff.
- Exercise appropriate care for any physical property that may be in your care.
- Use training facilities responsibly.

Alcohol and Drug Policy

Tana Training Limited stands firmly against the use of Drugs and Alcohol on its premises and by any person, including staff, learners, and contractors, during its hours of operation. Zero tolerance in this regard is in the best interest of all parties and will contribute to ensuring Tana Training Limited's compliance with legislation associated with such behavior.

Learners who are suspected of being under the influence of Drugs or Alcohol will not be permitted to attend class. Neither will staff members who are suspected of being under the influence of Drugs or Alcohol be permitted to attend their normal work activities.

Tana Training Limited educates staff and learners about the potential harm and lifelong effects of consistent Drug and Alcohol abuse and in turn, endeavors to promote healthy lifestyle habits and practices.

The Tana Training Limited's policy on Alcohol and Drug as stated above is addressed in the induction process. Learners are asked to sign off on their understanding of this and other Tana Training Limited policies and procedures during the enrolment process.

Tana Training Limited will promote organisations known to be subject matter experts in this regard and will supply suitable reference material to learners and staff.

- Any person who suspects that a Tana Training Limited staff member or learner may be intoxicated and of potential harm to fellow learners or staff members should contact the first line of authority. For learners, is their trainer. Staff members should contact their supervisor/manager or H&S Officer.
- The nominated authority, if safe and appropriate, escorts the intoxicated individual from the premises.
- The Managing Director to be notified immediately after the event.
- Details of the incident and all witness accounts are to be recorded as soon as is practicable.
- Police will be contacted where it is determined that there is severe risk of damage to any learners, persons or property.

Access and Equity

What do the terms "Access" and "Equity" mean?

Access generally refers to the ability to enter training. Improving access might include improving physical access to a training venue or ensuring that selection criteria do not discriminate against clients.

Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

Tana Training Limited believes that every individual regardless of personal history, present circumstances or any other factor that can commonly be **Access** generally refers to the ability to enter training. Improving access might include improving physical access to a training venue or ensuring that selection criteria do not discriminate against clients.

Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

Tana Training Limited believes that every individual regardless of personal history, present circumstances or any other factor that can commonly be considered as a inhibiting factor to self-development, should be provided the opportunity to improve their life through further education. Tana Training Limited embraces multiculturalism and diversity in Aotearoa, New Zealand and is pleased to be a contributor to quality education.

Access and equity issues are addressed during staff induction and during staff meetings and professional development activities. Access and equity are addressed within the Tana Training Limited Code of Practice. The Code of Practices is communicated to all learners and staff.

Tana Training Limited endeavors to eliminate, discrimination against persons on the ground of:

- Sex
- Marital status or pregnancy
- Family responsibility or family status
- Race
- Religious or political conviction
- Impairment
- Age

Prior to the commencement of training all learners will be requested to complete a enrolment form and will have the opportunity to discuss any specific learning needs, access and equity issues or their wellbeing and safety concerns with their trainer.

Learner Support Services

Tana Training Limited will:

- provide a safe and supportive environment.
- provide additional information to support the learner's health and safety training needs.
- provide accurate information so that the learners can make informed choices about training course options.
- provide information on procedures for the learners to report concerns or complaints.

Physical and Wellbeing requirements to enroll and attend our courses

All our courses are theory and practical based. All courses include physical activities that are required for assessment. If you have limited movement in your knees, hips, or hands, or you have any other physical concerns, please contact us before you attend.

Additional Support

Before your course, please let us know if you need additional support during your training, we may be able to assist. Some of the reasons you may require extra support include:

- Difficulty speaking, reading, or writing in English.
- Accessibility (such as wheelchair or other access requirements)
- Difficulty hearing
- Learning difficulties
- Difficulty seeing things.
- Medical conditions that may require attention in case of emergency
- Special requirements due to religious beliefs

If you are unable to let us know in advance or please tell your trainer when you arrive.

Catering

Our venues have kitchen facilities for tea, coffee, and water. 1- and 2-day courses include biscuits and hot beverages during morning and afternoon tea breaks. Hot food can be purchased from nearby cafes.

Privacy and Confidentiality

Tana Training Limited complies with the requirements of the Privacy Act, 1993.

As a Private Training Establishment, Tana Training Limited is required to report on data it obtains from its learners to NZQA. The information is collected from learners through online and paper-based enrolment process prior to the course commencement.

Information about a learner (for 18 years or younger) is not disclosed (except as required by law or NZQA) without the learner's written permission and/or that of their parent or guardian. The learner is required to complete and sign an authorisation on the enrolment form to collect and securely store their information.

Learner files are kept in secure facilities at Tana Training Limited with restricted access to authorized staff.

Emergency / Next of Kin contact information

We collect learner emergency / next of kin contact information during our enrolment process. The person identified as emergency / next of kin will be contacted in the event of an emergency, or medical event during the course.

Quality Training and Assessment

Tana Training Limited is committed to providing training that meets the needs of its learners as well as the industry in which it operates.

Training and Assessment has been designed for each course as per our scope approved by NZQA. We internally review all our course and assessment material annually and review the feedback provided by learners and their employers for continuous improvement.

Our courses involve assessment activities to ensure that the learner has achieved the

learning outcomes. All assessment tasks will be explained by your trainer. If you are unsure of any part of the assessment, please clarify with your trainer. Course assessments are completed during the course and are a combination of written and practical tasks. Your trainer will guide you during the course to complete each task.

Training and Assessment Material

Tana Training Limited designs and creates its own training and assessment material for all courses offered.

Where it is not possible to develop its own material, Tana Training Limited will purchase the course training and assessment materials from an approved training provider of a similar course. Priority will be given to providers whose material is approved by the standard setting body (WDC) and NZQA.

All material purchased for use on Tana Training Limited's courses will be validated by its own qualified staff or an external consultant to ensure that standards of the relevant training course meet the learner and industry standard. Tana Training Limited staff have access to all training and assessment resources.

Assessment Material

Tana Training Limited assessment material for each course ensures:

- compliance with the assessment guidelines and principles of assessment (i.e. assessment is valid, reliable, flexible, and fair)
- focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- learner support is provided to eliminate barriers to learning.
- timely and appropriate feedback is given to learners.
- assessment complies with access and equity guidelines as outlined by Tana Training Limited's Access and Equity Policy
- learner's right to appeal is clearly noted.
- all records of assessment will be in accordance with the requirements of NZQF and Tana Training Limited Record Keeping policies and procedures.

Plagiarism

Any attempt to pass off another person's work and ideas as one's own is strictly prohibited. To do so constitutes plagiarism and will result in penalties, including exclusion from the course or cancellation of enrolment. All attempts at plagiarism are treated extremely seriously.

Mutual Recognition of previous achievement

Tana Training Limited will recognise NZQA qualifications, unit standards achieved, and Certificate of Attainment issued by any other Private Training Establishments relevant to the learner's course.

- Tana Training receives a copy of learner's previously achieved NZQA qualification or Record of learning or a certificate of Attainment from another provider.
- Training and Compliance Manager or Trainer will verify the authenticity of

previously achieved NZQA qualification or Record of learning or a Certificate of Attainment from another provider.

- The verified copy of the previously achieved NZQA qualification or Record of learning or a certificate of Attainment from another provider is placed in the learner's file.

The learner may be exempt from certain aspects of the training or assessment as deemed appropriate by the Training and Compliance Manager or Trainer.

Achievement of course Unit Standards

All our courses include assessment against Unit Standards. On successful completion, we will register unit standards with NZQA. To access learner Record of Achievement, please contact [NZQA](#)

Awarding Unit Standards and Certificate of Attainment

Tana Training Limited maintains a high level of accuracy and integrity to award unit standards. Certificate of Attainments are issued to learners who have successfully completed all assessment activities and deemed competent.

Tana Training Limited follows stringent guidelines and procedures for issuing certificates:

- Certificate of Attainment is issued within 15 days of successful course completion.
- Unit standards achieved by learners are submitted to NZQA within the required timeframe of 90 days from achievement date.
- Only those unit standards with NZQA consent to assess are submitted to NZQA.
- Certificate of Attainment will have a unique Tana Training Limited identifier and signed by the Managing Director.
- Certificate of Attainment issued copies are stored electronically.
- Certificates of Attainment are issued to learners in person where possible.

Course Assessment Re-sit

If a learner is assessed and marked as Not Yet Competent (NYC) as a result of their assessment outcome, they will be offered one re-sit opportunity to achieve competency in the assessment. Your assessor may conduct a verbal assessment to correct the answer/s and resubmit the assessment to be marked again. A Not Yet Competent (NYC) after the re-sit will require the learner to re-enroll on a new course.

Complaints and Appeals

Complaints arise when an akonga / learner or client is not satisfied with Tana Training services or with an assessment of competency decision. Tana Training Limited endeavours to treat all complaints and appeals seriously and resolve them in a timely manner.

All formal complaints and requests for an appeal will be attended to within 10 working days of receipt. Information on Complaint and Appeals is available in the akonga / learner handbook and on the Tana Training Limited website. Please see the steps for the Complaints and Appeals process below.

Procedure

- Tana Training Limited's Privacy and Confidentiality Policy will be applicable at all times.
- The akonga / learner or client should first discuss their concerns with their Trainer/Assessor, or another Tana Training staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- If the complaint/appeal is not satisfactorily resolved, the akonga / learner may wish to submit their complaint by completing a Complaints and Appeals Form and submit it to the Tana Training and Compliance Manager.
- Tana Training will complete a review of the complaint / appeal in 10 working days. During the review the following steps may be required:
 - Interviewing akonga / learner or client and the assessor involved in the matter.
 - The complaint may be referred to an independent assessor for review if the complaint and appeal is related to assessment outcome.
- Once the complaint is reviewed, the outcome will be communicated in writing to the akonga / learner or client.
- An action plan will be developed in consultation with the akonga / learner or client outlining a clear pathway for the akonga / learner to succeed. In some instances, the akonga / learner may require additional support or retraining or reenrolment for a successful outcome.

Should the akonga / learner still remain dissatisfied with the resolution, they can escalate the matter to NZQA's <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/> for information whether NZQA can accept the issue for investigation.

Learner Feedback

We take learner welfare very seriously and keep improving our training provision. Learner feedback is a very important aspect of the Continuous Improvement process. All participants studying with Tana Training Limited are required to complete an evaluation form at the end of each course. All forms are completed anonymously. Feedback helps us to ensure that our learners are safe - physically and mentally, are supported in their learning and wellbeing, are always treated with respect and fairly, can have their say in decisions about services.

Employers of learners are also encouraged to provide feedback. Employer feedback helps us in reviewing our strategic direction and goals.

Tana Training Limited - Staff

Tana Training Limited has full-time trainers to provide training and assessment in accordance with its scope of registration. The Training and Compliance Manager ensures compliance as required by NZQA. All training staff undertake professional development and undergo a staff review at least once a year.

Training Facilities

Tana Training Limited has suitable and safe facilities for its training and assessment services. Facilities used for training will be either under the direct ownership of Tana Training Limited or used under a long-term lease agreement. These facilities provide a comfortable and supportive learning experience and include relevant technology.

Where appropriate and agreed, Tana Training Limited will use facilities provided by the employers of learners for the purpose of training and assessing.

Equipment

Equipment and machinery used within training and assessment ensure learners receive understanding of the equipment as per the workplace requirements. The standard operating procedures are followed to ensure safety is maintained.

Tana Training Limited encourages industry representation and participation the annual review of industry-related equipment and infrastructure.

Equipment and machinery are assessed and checked for training and assessment activities.

Learner (Student) Management System

Tana Training Limited has a NZQA compliant Learner (Student) Management System (SMS). Tana Training Limited maintains accurate and consistent records of all learners and clients. Authorised staff within Tana Training Limited are trained on how to record and extract learner data related to all enrolments and achievements.

Information recorded and available on the SMS includes:

- Learner enrolment
- Learner attendance
- Learner assessment outcomes
- Course fees paid and/or refunds approved.
- Details of complaints and appeals
- Learner demographics (sex, ethnicity, and disability information etc.)
- Personal details of the learner (address, contact number, etc.)
- Learner course enrolment
- Learner completion and achievement
- Notes of interactions and communications with the learner or client
- Course payment and refund details
- Copies (scanned or photo) of certificates / qualification.
- Disciplinary actions (if applicable)
- Details of complaints and appeals
- Any changes to a learner's enrolment status

Learner Access to Information

Tana Training Limited is able to provide Learners with copies of information held about them at their request. Please provide adequate notice by email (at least one week) in this regard.

If Tana Training Limited ceases to operate, it will, within 10 working days, transfer all records to the New Zealand Qualifications Authority and ensure all learners and clients are informed.

Electronic Data Back Up

All Learner data and electronic files are regularly backed up by the system.

Course Fees and Charges

All course fees are on the Tana Training Limited website including the cancellation and refund policy. All course fees are payable in advance (if otherwise agreed). All course fees to be paid by bank transfer only. Tana Training Limited does not accept Credit Card or Cash payment of course fees.

Refund Policy

Requests for refunds need to be made in writing and emailed to Tana Training Limited. Refund Forms are available on the Tana Training Limited's website or head office.

A learner or client may request a course fee refund if:

- Withdrawing from a training course (terms and conditions apply)
- Enrolling in another training course (terms and conditions apply)

- Unable to continue the training course due to illness, or injury

If a course is cancelled after the payment of course fee, or the course is not of the standard the learner/client could have reasonably expected, the learner/client may be entitled to be refunded for their course fee.

Partial Refund

Partial refunds are at the discretion of Tana Training Limited and will be considered for reasons of personal circumstances beyond the learner's control of which Tana Training Limited reserves the right to request supporting documentation as proof of circumstance. Tana Training Limited will refund up to 50% of the course fees (less \$100 administration fee) to successful applicants.

All course fee(s) paid will be refunded no later than the 20th of the month following notice of your cancellation.

Tana Training Limited Course Cancellations or Postponements

In the unlikely event Tana Training should fail to complete the course (due to insolvency, closure or course cancellation), we will refund the course fee to the Learner.

Where possible the course will be offered at alternative times and dates. If clients / participants are not able to attend alternative courses or training modules, all fees paid for that course or training module will be fully refunded.

Tana Training Limited will also endeavor to provide Learners with the contact details of an alternative provider should Learners wish to pursue that avenue.

BEST WISHES FOR YOUR LEARNING JOURNEY