



Learner Handbook

2023



WELCOME ONE AND ALL!

Welcome to Workforce Development and thank you for choosing to study with us.

Passion, planning, persistence and belief = success!

For me, education is more than just learning and training. It is a lifelong experience; one that never ends, and only ever evolves. It is a journey - to employment, including self-improvement, involving self-confidence, and concerning knowledge. While ultimately personal, the journey will involve many other people. And that is where we come in.

We trust that your time with us will be rewarding, productive, successful and fun.

Our staff are committed to providing you the best training, advice and mentoring possible. They have your interests foremost in their mind, and are eager to see you succeed. To this end, the tutors, staff and myself will do everything we can to help you achieve your goals. From a chat over coffee, to supportive advice and encouragement during those 'trying times'.

We hope you will take full advantage of all that you can during your time at Workforce.

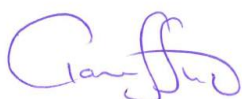
Get the most out of your training! Go beyond the books! From our stylized model of tutor contact blended with self-directed study and work experience, we know you will find an approach to learning that suits you. Whether you want to study full-time, blend work with study, or are fitting your education around family and social engagements, Workforce offers a solution that works for you.

This Handbook...

Offers you a wealth of information that is potentially relevant to your studies. Important information, as well as your rights as a learner at Workforce Development, are outlined inside. Combined with company policy documents, an environment has been created that enables you to get the most out of your study. So take a moment to peruse it. Consult it as needed and query anything that you are unsure of. And, if you have any concerns, please let us know!

Have a wonderful time at Workforce, and best wishes with your study!

Warm regards,



Aaron Shackell-Smith
Managing Director

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LEARNER SUPPORT

LEARNER SUPPORT SERVICES

For information regarding support services please contact Student Services Team:

Napier Campus: 0800 833 5581 ext: 1

Auckland Campus: 0800 833 5581 ext:2

ID CARDS

Workforce Development can provide a Learner ID card for learners enrolled in a programme of study. ID cards cannot be used as an evidence of age document. The ID card is only valid up to the end date of the course. ID cards will be processed within the first month of your course starting.

SERVICES FOR LEARNERS WITH SPECIAL NEEDS

If you suffer from a long-term medical condition or disability, or have specific needs, Workforce Development may be able to provide you with assistance and/or access to community support agencies that may be able to help you complete your studies and/or assessments. We have a designated *Disability Support Coordinator* who oversees our support work in this area.

Such assistance may take the form of course materials in an alternative media; special enrolment conditions; or assessment assistance in the form of a reader, writer, special equipment or access. Please talk to your tutor or the Head of Department about your requirements.

CODE OF PRACTICE FOR THE WELLBEING AND SAFETY OF LEARNERS

Workforce Development complies with the Ministry of Education Code of Practice. We take a wide range of steps to implement the code and ensure the wellbeing and safety of our learners. We consult with our Student Representatives around our planning and implementation of the code. Please contact the Registrar if you would like to make suggestions about the code or how we can improve student wellbeing and safety.

Pastoral Care is a service that is available to all students at Workforce Development. This service ensures that we can provide a place for students to talk and engage in an environment that is safe and confidential to their needs to ensure that their wellbeing, health, spiritual and emotional needs are supported. Tutors will always be the first point of contact for their students. Please talk to your tutor or the Head of Department about your requirements.

MODE OF DELIVERY

Workforce Development Ltd offers two delivery modes in most of its programmes: Face-to-Face and Blended Learning. At the enrolment interview it will be discussed with you which of these options suits you best and you will be placed in a class with a delivery mode agreed by you and best suiting your personal circumstances and access to our campuses. See *Online Learning Guidelines and Expectations section* in this handbook for more information.

LEARNER REPRESENTATION

The Student Forum is set up to provide students with a voice regarding learner safety and wellbeing, campus and resource issues, and recommendations for ongoing improvement. Student Representatives are volunteers from the student body (usually from each class) who represent their classmates at the Student Forums. Feedback to all classes is provided by the Student

Representatives. Student Services will organise and conduct meetings and provide agendas and minutes to the Student Representatives.

Workforce Development Ltd has also student representation on the Academic Board. This usually comprises a student from Auckland and a student from one of the Hawke's Bay Campuses. These student representatives are full members of the Academic Board and they ensure that the student perspective and voice is taken into account during Academic Board discussions and decision making.

All other issues, complaints or grievances that cannot be resolved for learners at the Student Forum are dealt with through the formal channels of the Workforce Development Complaints Procedure.

STUDY AND CAREER SUPPORT

Your tutor will help you with study plans relating to your current course or programme and advise you on further study opportunities and suitable career pathways and options.

If you would like to know more about other career options in New Zealand, one way of finding out is to contact Careers New Zealand (www.kiwicareers.govt.nz). Careers NZ provides information on careers, jobs, training providers and other useful information.

Other useful sites are: [Vocational Pathways » Youth Guarantee](#) and [Occupation Outlook | Ministry of Business, Innovation, and Employment](#)

TE REO MĀORI – MĀORI LANGUAGE

Workforce Development endorses the right of learners to use Te Reo Māori in summative assessments. This means that you may complete any course work or assessment – that counts toward your final grade – in Te Reo Māori.

Please note that if you wish to take up this option, you must discuss this with your tutor two weeks prior to the assessment.

TEXTBOOKS

If your course has a set text, information on how to obtain textbooks and a price list will be available from your tutor.

Please note that some courses have set texts that are included within the current fee structure.

TUTORIAL SUPPORT

If you are having trouble with your course work, remember to always ask for extra help, rather than struggling by yourself. Your tutor is there to help you!

While we will take reasonable steps to ensure successful learning programmes for individual learners, learners are responsible for ensuring that they meet the tutorial and workplace practicum requirements outlined in their training agreement.

LITERACY SUPPORT

Literacy support is available to assist learners with literacy issues. Talk to your tutor if you need any literacy (reading, writing and numeracy) assistance, for example if you find difficulty understanding course material because of technical words or language. Workforce Development employs support staff who assist learners with literacy and numeracy needs.

WORKFORCE DEVELOPMENT POLICIES & PROCEDURES

ACCESS

Access to Workforce Development buildings is available half an hour prior to course start times and half an hour after the course finish time.

Only learners who are currently enrolled on programmes at Workforce Development have access to the premises.

Visitors are not permitted in any circumstances, including during lunch and breaks, unless direct permission has been given by the Head of Department or Site Manager for the visitor to be onsite.

The conduct of the visitor is the responsibility of the course member during the time the visitor is on the premises. And all visitors must sign the visitor's book upon arrival and departure.

All students must sign out in the attendance book if leaving the site during normal course hours.

BULLYING

ANY FORM OF BULLYING OR HARRASSMENT IS NOT PERMITTED AT WORKFORCE DEVELOPMENT LTD.

Bullying is a form of harassment and misuse of power, whether formal or informal, which is characterised by repeated and persistent, offensive, abusive, intimidating, malicious or insulting behaviour.

It makes the recipient or target feel upset, threatened, humiliated or vulnerable and undermines self-confidence.

It has a detrimental effect on a person's dignity and well-being and may cause them to suffer stress.

Bullying can be exercised by anyone in any position and may occur at all levels: learner to learner, staff to learner, learner to staff.

Overt Bullying can include:

- Threats and intimidation;
- Manipulation and coercion;
- Verbally abusive or degrading language or gestures;
- Shouting, yelling; using raised voices in an unpleasant tone;
- Unexplained displays of rage;
- Nit-picking and fault finding without justification;
- Constant humiliation;
- Belittling remarks either to the recipient or behind their backs;
- Punishment imposed without reasonable justification.

Covert bullying can include acts such as:

- Sabotaging someone's work by withholding information that is required to fulfil a task;
- Hiding documents or equipment;
- Preventing someone from receiving necessary resources and training;
- Isolating or ignoring a person on a consistent basis.

Bullying like all forms of harassment is unlawful and if a learner feels they are being bullied or harassed, they should report it promptly to a **Workforce Development Staff Member** of their choice, who will ensure the issue is investigated and dealt with.

Anyone may report or discuss an issue relating to bullying and harassment and will not be victimised for doing so. Complaints of victimisation are taken very seriously and will be followed up promptly.

CERTIFICATES

Workforce Development certificates will be issued to learners at the annual regional graduation ceremonies. Any reprinting of certificates may incur an additional cost of \$15 per certificate.

Learners who gain New Zealand Qualifications as part of their programme will receive the NZQA NZ Certificate or Diploma at graduation, the cost of which is included in your course fees.

CHANGE OF CONTACT DETAILS

To ensure that all communication will reach you, **you must** please notify your tutor if any of your contact details change.

CHANGE OF NAME

We are required by the Ministry of Education to hold your full legal name in our records.

If for any reason you change your name after your first enrolment with Workforce Development, you need to provide us with the details of your name change and a verified copy of the document to support this.

COMMUNICATION

Email

You can email course work to your tutor, please discuss this with your tutor prior to emailing the work to them.

Phoning your Tutor

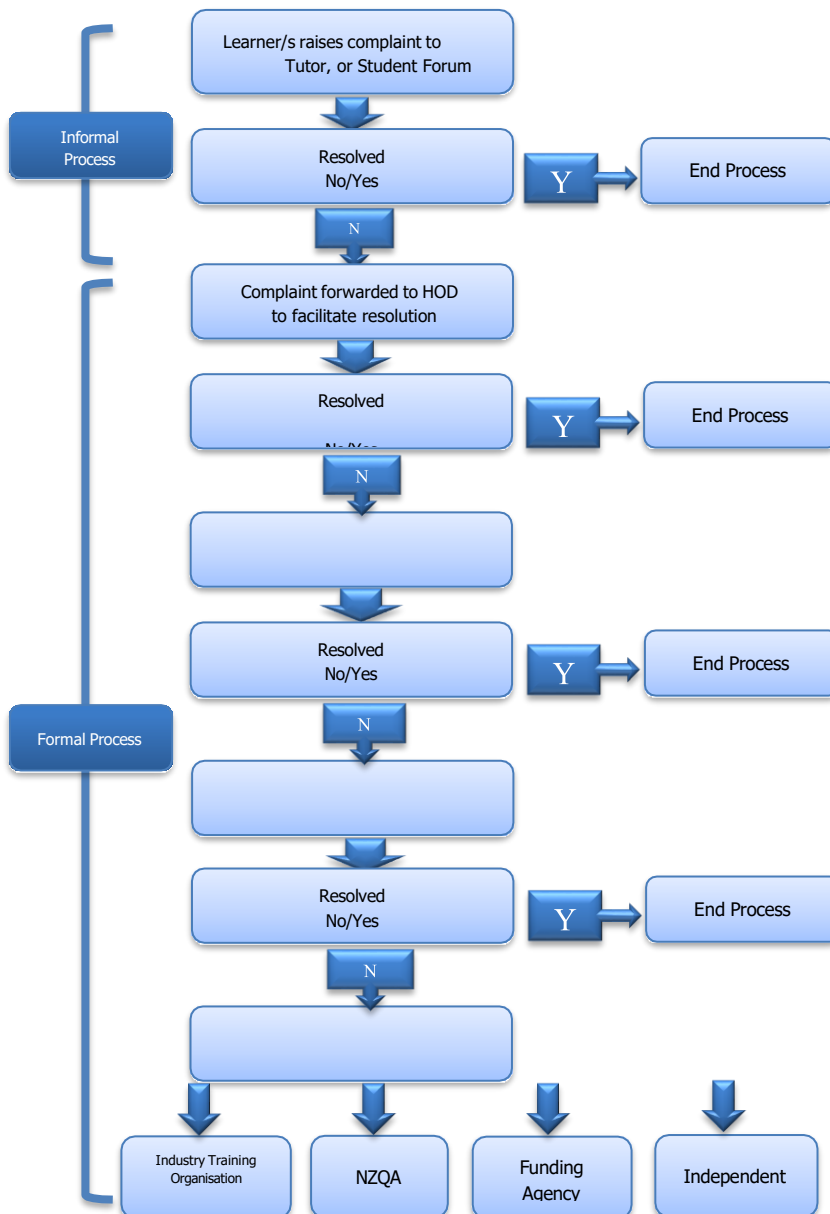
You can contact your tutor by phone – all campus phone numbers are listed at the back page of this handbook.

When leaving voice or text messages (where available) on Workforce Development answer phones, please ensure that you leave your full name, a contact number and the name of the tutor you wish to make contact with.

COMPLAINTS PROCEDURE

Workforce Development aims to be responsive to your needs. We provide a process that enables you to raise any issues (individually or in groups) that you believe impact on your studies, or any concerns you might have about our service to you.

Any learner complaint, of any nature, will be dealt with in the following manner:



The complainant/s will be given the option of having a support person present throughout this process.

Any complaint regarding tutors or management will also be addressed at Senior Management meetings, through the Head of School and/or Academic Board.

Learners may also direct complaints through one of the Student Representatives, if preferred. The information provided will remain confidential within Workforce Development. If you are unhappy with the resolution of your complaint, you may wish to follow the Disputes Procedure (see section on Disputes below).

COMPLIANCE PROCEDURES

Any learner who does not comply with the organisation's rules and regulations may be given a verbal warning and a time frame in which to comply with requirements.

If compliance with rules and regulations is not achieved within the time frame, the learner may be further warned with a statement of the breach of rules and informed that any further non-compliance could result in dismissal from the programme.

If further non-compliance results, the learner may be advised by the Head of Department that the training place is no longer available, and could be asked to leave the programme, with immediate effect.

If at any point the learner does not accept the Head of Department's decision, the learner may undertake the Complaints Procedure to resolve the issue. Cases of serious misconduct (for example: drugs, alcohol, theft, activity that may result in criminal conviction) may involve instant dismissal from the course, though each incident will be considered independently.

If a learner is dismissed from a course due to serious misconduct, any fees paid may not be reimbursed either in part or in full. (Refer to page 15: Learner Behaviour)

COURT CLEARANCE

Learners applying for Early Childhood Education and Youth Work courses will be required to complete a Ministry of Justice clearance check as part of their enrolment and entry criteria.

DISPUTES

In the event of Workforce Development and yourself being in a dispute over any matter arising from the contract, both parties are required to use their best endeavours to resolve any dispute through good faith negotiations.

If the dispute cannot be settled by negotiation between Workforce Development or our representatives, then you may be referred to an independent person with relevant dispute resolution qualifications and/or experience to make a determination and both parties are required to abide by the decision. The parties will jointly appoint the independent person jointly.

Important Note: Before you use the disputes procedure, we strongly urge you to see whether the problem can be resolved informally (refer to the Complaints section).

Disputes can often be quickly settled by provision of correct information. Workforce Development is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level.

EQUAL EDUCATION OPPORTUNITIES

Workforce Development is committed to providing Equal Education Opportunities (EEo) by ensuring that discriminatory practices that impinge on learners in terms of age, gender, ethnicity, disability, marital status, sexuality, race or religion are negated.

We are committed to valuing the diverse cultural needs of our learners. We uphold these EEo principles through our learner selection criteria, study environment, delivery and assessment practices and provision of appropriate support and guidance to provide equitable outcomes for all learners.

FEE PAYING PROGRAMMES

Some of our programmes have fees. You will be invoiced for your fee on the day your enrolment is accepted. Fees for programmes are due no later than the first day of the programme.

You may fund your programme fees rather than go through Studylink.

The two options for this are:

- Payment in full prior to commencement of the programme
- Payment plan
 - 40% of the course costs must be paid prior to the programme commencement
 - The balance of the costs in equal monthly payments (in advance) over the remainder of the programme.

Fee options will be fully discussed at the initial enrolment meeting.

Guaranteed Fee Indemnity

All learner fees are deposited into bank accounts administered by Public Trust. The Public Trust administers directly an individual trust account for each learner. Public Trust releases the fees to Workforce Development in instalments during the learner's course of study. You will be asked to sign a form for Public Trust, so that they can open your Trust Account and look after your fees.

You can also check the NZQA website (www.nzqa.govt.nz) for further information on claims.

ILLEGAL DRUGS AND ALCOHOL

The use of illegal drugs will not be tolerated in any circumstances.

Suspicion of illegal drug use

A learner under suspicion of using illegal drugs may be suspended from a programme while investigation into the matter occurs, and the police may be informed.

Use of illegal drugs confirmed by a member of staff

The evidence will be investigated. The learner will be suspended from the programme while under investigation and may subsequently be dismissed, and the police may be informed.

Caught in possession of illegal drugs by a staff member

The police will be informed; the learner will be suspended from the programme and will be dismissed if the evidence is substantiated. All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved.

There will be opportunity for the learner to respond. Information about any decisions will be given orally and in writing.

Alcohol

The use and/or effects of alcohol during programme time will not be tolerated under any circumstances. The use or possession of alcohol during programme time, confirmed by a member of staff, will result in investigation of the evidence, possible suspension from the programme during the investigation, and possible dismissal.

All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved. There will be opportunity for the learner to respond. Information about any decisions will be given orally and in writing.

INTERACTION WITH OTHER COURSES

At times there may be integrated delivery for subjects or activities across a number of courses (unit standard delivery, sports, art, creativity, familiarisation outings, cultural days, etc.). We believe this is a great way for learners to get to know each other and share their experiences and knowledge.

LEARNER BEHAVIOUR

To create a safe studying and working environment, certain rules of behaviour have been developed, similar to any workplace learning environment. Some of these are set out below; learners may be dismissed for breaching any of the following:

- Abusive or threatening behaviour
- Offensive language, gestures or actions that cause embarrassment or are the subject of a justified complaint by other people
- Taking, being under the influence of, or possessing drugs or alcohol whilst on the premises
- Engaging in unethical learner/staff relationships
- Sexual harassment of any kind
- Stealing or wilful damage to Workforce Development property or the property of others
- Disorderly behaviour that endangers the safety of self and/or others
- Cheating, academic dishonesty or falsification of documents or course records
- Regular/ongoing lack of attendance without adequate explanation
- Learners dismissed for breaching any of the above behaviours may not be eligible for a refund.

OCCUPATIONAL SAFETY AND HEALTH

The Occupational Safety and Health (OSH) Committee at Workforce Development Limited recognises its responsibilities to students and all persons onsite. It operates an Occupational Safety and Health (OSH) committee which meets regularly to discuss hazard identification, evacuation procedures and drills and records of accidents amongst other things.

Children are not encouraged to be onsite at a Workforce Development Ltd campus except in exceptional circumstances and must first be approved by a manager. Workforce Development Limited recognises its responsibility for the Health and Safety of visitors including children of staff and the children of students who are visiting the campus.

The Children in the Workplace Health and Safety Policy (POL084) outlines the actions that Workforce Development Ltd will take in order to ensure a safe working environment for any children approved to be onsite. The policy also highlights the responsibilities of all parents and the rules to be followed to ensure a safe working environment.

[POL084 V2 HR Children in the Workplace Health and Safety Policy.pdf](#)

If you become aware of any (potential) hazards **please let your tutor or campus administrator know immediately.**

Learners will be informed of evacuation procedures and potential hazards at induction on their first day of attendance.

Learners are required to:

- Follow all safety requirements whilst onsite – including using any safety gear or protective clothing
 - Report any hazards, incidents or accidents to the tutor or campus administrator so that they can be referred to the site manager who will investigate and manage them
 - Avoid causing harm to another person through deliberate or negligent actions
 - Not to come to class if they are unwell, contact your tutor for alternative study arrangements
-
- Sign in upon arrival and departure using the student/visitor's sign in register at reception - and the tutor will mark your attendance in the Tutor Portal.
 - Direct any visitors to sign the visitor's book upon arrival and departure.

A copy of the evacuation procedure along with a list of the current First Aiders and the locations of the First Aid kits can be found on campus notice boards.

ONLINE LEARNING GUIDELINES AND EXPECTATIONS

Blended Learning at Workforce Development Ltd provides learners with greater flexibility with their studies, better access to their programmes, and reduces traditional barriers to learning such as transport and issues.

The Workforce Development model of blended learning comprises sessions of face-to-face classroom learning and online learning sessions which we call "*Tutor Led Online Delivery.*" Your tutor will be present at both the face-to-face classroom sessions and the online learning sessions. Classroom sessions and online sessions are not combined, they occur at different times during the week.

All Online learners at Workforce Development must be aware of and abide by the following online guidelines and behaviour expectations:

1. MS Teams is the primary platform for online learning at Workforce Development. You will be able to access MS Teams and your college email with your student log-in details and password, which will be provided to you during your first week of studies. Your tutor will assist you to connect.
2. If you experience issues logging on or accessing the WDL MS Teams platform, please contact your tutor in the first instance. If they are not able to assist you they will refer you to our IT support team.
3. Email communications with your tutor; and classmates (when study related); must wherever possible be sent from your WDL email address, not your personal email address.
4. Where compulsory online classes or sessions are scheduled, learners must attend these sessions and remain online and engaged for the full duration of the sessions unless otherwise given permission by their tutor. If learners leave sessions early or without permission, they will be marked as Absent.
5. Online learners must engage politely and respectfully with all other participants in the online session/s.
6. Online learners may not allow unauthorised persons or members of their households to join in their online sessions without the permission of their tutor.
7. Online learners must use all personal and WDL IT equipment and resources responsibly,

efficiently and in an ethical manner, with due regard to the rights and safety of others.

8. Online learners may not engage in any action/s which aim to disrupt Teaching and Learning or IT resources at Workforce Development or beyond, nor which intend to bring WDL into disrepute.
9. Online learners must take all reasonable steps to ensure that their actions do not expose members of the WDL community to potentially offensive materials. Unlawful use of IT resources, including the viewing, downloading or uploading of objectionable material from any source is strictly prohibited. Objectional material includes pornography, encouragement of violence, or material likely to cause harm of offence to others.
10. Further unacceptable conduct includes, but is not limited to:
 - using IT resources in a way that interferes with the reasonable use of IT resources by other IT users
 - assuming another person's identity or role.

PERSONAL PROPERTY

Learners need to be aware that their personal property is their own responsibility and that Workforce Development will in no way be liable for damage or loss.

PHOTOCOPYING

Workforce Development provides photocopying facilities for learners – please see your tutor to use this service. Photocopiers are for course related use only.

COPYRIGHT

Copyright information from published works are noted within the books and must be adhered to at all times. Please check with your tutor if you are unsure what this means in practice.

PRIVACY ACT

Workforce Development's collection, use and disclosure of personal information is governed by the Privacy Act 1993. If you believe Workforce Development or one of its employees has breached your privacy, please write to the General Manager, who will investigate your complaint and attempt to resolve it.

Personal information may be shared between Workforce Development and schools, the Tertiary Education Commission, other training providers, the Ministry of Social Development, NZQA, Ministry of Justice, potential employers, work experience placements, or other relevant third parties.

The purpose of this may be to:

- Verify a learner's eligibility for training under a particular programme
- Keep a record of a learner's progress on a training programme
- Verify a learner's entitlement to the benefit paid to individuals undergoing training programmes
- Confirm credits achieved by a learner on the National Qualifications Framework
- Complete Pre-placement checks for suitability of placement
- Arrange work experience placements to fulfil programme requirements
- Track and monitor ongoing training and employment post-course.

PROFESSIONAL AND ETHICAL BEHAVIOUR

Learners have access to staff for the purpose of training, support and guidance. Part of this guidance may involve self-disclosure of personal information and is therefore confidential.

From these interactions, learners may be referred on to appropriate community support services that will best meet their needs. If inappropriate disclosure of private or confidential information by learners or staff is identified, the incident will be dealt with accordingly through the Complaints Procedures process.

Staff and learners may not engage in a relationship of any kind outside of what is generally considered to be an ethical and professional staff/learner relationship.

RESOURCES

No resources are to be removed from the learning centres without the express permission of the tutor and Head of Department. If a resource is required by a learner for use elsewhere, the learner must ask their tutor for permission, and the resource's whereabouts recorded by the tutor and signed by the learner.

On return, the learner must sign that they have returned the resource and the tutor must be made aware of the return. If this does not occur, or the resource is returned in a damaged state, the learner may be liable for the cost of replacing the resource.

The Head of Department is required to countersign all borrowing of resources.

SMOKING

All Workforce Development Limited sites are smokefree and vape free, except where there is a designated smoking area.

Smoking and vaping is not permitted inside and around Workforce Development affiliated buildings and vehicles.

WITHDRAWALS AND REFUNDS FOR FEE PAYING PROGRAMMES

Refundable Withdrawal Period

If you wish to withdraw from a programme and be eligible for a refund, you must notify Workforce Development **in writing** within the refundable withdrawal period. This period is before the eighth (8th) calendar day after the programme start date.

All applications to withdraw must be made in writing. The withdrawal date is the day your written application to withdraw is received by Workforce Development or recorded by your Tutor or Head of Department.

Refund

You will be eligible for a refund of fees as set out in the following table, provided that you have returned all study material and you have paid your fees.

Learner withdraws prior to the commencement date of the Programme	Full refund of fees paid
Learner withdraws during the Refundable Withdrawal Period (8 calendar days)	Full refund, less administration fee of \$500 or 10% of fees invoiced, whichever is the lesser amount
Learner withdraws after the Refundable Withdrawal Period (8 calendar days)	No refund – nil

LOANS AND ALLOWANCES

Ministry of Social Development – StudyLink

StudyLink is a service of the Ministry of Social Development and administers Student Allowances and the Student Loans scheme.

For further information please contact StudyLink on 0800 88 99 00 or by fax on 0800 88 33 88.

Further information is available on the StudyLink website (www.studylink.govt.nz).

For general queries and assistance, please see your Campus Administrator or tutor, who may be able to help you with your queries and the application process.

Work and Income Support for Training

If you receive a benefit, you may be entitled for training support through Work and Income.

Please contact Work and Income on 0800 559 009 or visit your case officer for further details and to receive an application form.

For general queries and assistance please see your Head of Department, who may be able to help you with your queries and the application process.

Fee Payment

Some of our programmes have fees. If applicable, you will be invoiced for your fees on the day your enrolment is accepted. Fees for programmes are due prior to your course commencing.

There are a number of options as to how fees can be paid:

1. Paying the full amount by cash
2. Direct credit via internet banking
3. Applying for a student loan through StudyLink

There are two options if you choose to fund the programme fees yourself rather than go through StudyLink.

1. Payment in full prior to commencement or
2. Payment plan
 - 40% of the course costs must be paid prior to the programme commencement
 - The balance of the costs in equal monthly payments (in advance) over the remainder of the programme.

ACADEMIC MISCONDUCT

Workforce Development has procedures for dealing with potentially dishonest or improper practice by learners, but there are also careful guidelines to ensure the protection of learners' rights.

Dishonest or improper practice includes:

- Copying from another learner
- Copying a piece of work from a textbook or the Internet without acknowledging the source (plagiarism)
- Cheating in assessments
- Extensive collaboration on assignments which are presented as individual's work.
- Signing off work as your own when it is not.

When working in groups, discussion with other learners on assessments is acceptable but you must ensure that the final piece of work submitted is your own independent work.

Do not allow another learner to copy from you.

When dishonest or improper practice is suspected, it may be referred to the Academic Manager and/or the Academic Board.

ACCESS TO LEARNER ACADEMIC RECORDS

You may apply for a formal copy of your academic records at any time – please request this through your tutor.

ASSESSMENTS

If you are absent when an assessment is due, you must contact your tutor to explain why and you must provide appropriate evidence. In most instances, you will still have the opportunity to sit your assessment.

If you are absent when an assessment is due and you do not contact your tutor, and/or you do not provide appropriate evidence, you will be marked NA (Not Achieved).

You will have the opportunity of one assessment re-sit.

If you do not achieve competency in your assessment (or you are absent), your resit may or may not be based on the original assessment.

If you are absent for a re-sit without valid reason, that attempt will be recorded as NA (Not Achieved).

Any re-sit needs to be completed within **two** weeks of the NA result being advised to you. This re-sit is to be carried out at a time negotiated with your tutor. It is **your** responsibility to follow up on re-sits – **not** the tutor's.

If you do not achieve Competency after the two assessment opportunities, you may need to repeat the tutorial as directed, prior to negotiating a new assessment time.

Project assessments are to be handed in on the due date. Tutors may be approached with valid requests for extensions, but these extensions will be no longer than two weeks.

Within two weeks of handing in assessment material, tutors will mark and return all work to learners and inform them of their assessment decision.

The learner will sign the cover sheet as acknowledgment that they agree with the assessment outcome. If the learner disagrees with the result, they may appeal the decision:

1. In the first instance the learner should address the appeal(s) with their tutor. If no resolution is found:
2. The appeal will be referred to the Registrar. If no resolution is found:
3. The appeal will be referred to the Academic Manager, who will identify one or more external parties to assist in reassessing the work:

Please note:

- It only takes one missed assessment from one unit to compromise your qualification
- If you are involved in academic misconduct, you will be marked NYC and you may not be given any reassessment opportunities for that unit.

Deferral

If, for circumstances beyond your control, you find you cannot sit an assessment as scheduled, you may apply within 10 days, through your tutor, for an assessment deferral to the next period the assessment is offered.

Note: An assessment deferral is not an extension of your course enrolment, merely an opportunity to defer a final assessment to the next offered semester.

If you find that at the end of your course you have not completed or passed the full programme, which you need to have done to, be able to graduate, you may approach your tutor to consider options for re-enrolling in a further programme to repeat the required elements. Please note that re-enrolment may attract additional fees for which you are responsible.

ASSESSMENT MATERIAL

Learners need to be aware that all assessment material supplied as evidence against a unit standard becomes the property of Workforce Development, as part of moderation compliance. In signing your enrolment form and training agreement you agree that your work may be submitted as evidence for both internal and external moderation.

Moderation is a process where assessment work is checked for consistency of delivery, assessment and marking across the programmes offered. Moderation is conducted both within Workforce Development (Internal Moderation) and outside agencies (External Moderation) including NZQA and the relevant Industry Training Organisations (ITO's).

CLASS CONTACT AND ATTENDANCE

Class attendance is required as timetabled by the programme tutor. If you miss classes, it is entirely **your** responsibility to ensure that you catch up.

Workforce Development is required to inform StudyLink of non-attendance, which has not been approved by the tutor, and this may result in your Student Allowance being suspended.

CONDITIONS OF ENROLMENT

See your enrolment form for the conditions of enrolling with Workforce Development.

CROSS CREDITS/CREDIT TRANSFER

A cross credit or credit transfer is granted when a course you have previously passed is assessed as being equivalent to another course. For further details on how to apply for cross credits/credit transfer, please speak to your tutor.

RECOGNITION OF CURRENT COMPETENCY/PRIOR LEARNING

Recognition of Current Competency (RCC)/Recognition of Prior Learning (RPL) is a process that assesses the possibility of credit for previous educational achievement and/or experience.

The degree of RCC/RPL depends on the provision of evidence that establishes competence (submission of certificates, signed work log attestations, and so on) that aligns with the requirements of the unit standards.

You will need to discuss this option with your tutor. There is a cost involved with this process which will be negotiated dependent on work required.

GRADUATION

Most programmes offered by Workforce Development lead to a certificate or qualification upon successful completion. In most cases, you will be eligible to attend the annual regional graduation ceremonies. Your tutor will notify you about the graduation process.

LEARNER EVALUATION OF COURSES AND PROGRAMMES

Learner evaluation at Workforce Development is one of the techniques used for determining the efficiency and effectiveness of the delivered programmes. Most programmes are evaluated within a month of their first delivery and again towards the end of the programme. The information gathered from this process is used to improve course design and delivery.

HEADS OF DEPARTMENT

Stewart Whyte - Head of Department – Trade Services & Corporate Training & Foundations

Trade Services & Corporate Training Programmes/Foundation Programmes/ Hospitality Programmes
021 192 5437

Normalee Sekai - Head of Department – Health & Wellbeing/ Hauora

Health & Wellbeing and Youth Work Programmes
027 500 8012

Jenny Pang -Head of Department - ECE

Early Childhood and Care Services
027 641 8028

TRAINING CENTRES

Workforce Development is an NZQA accredited Private Training Establishment with training centres in:

AUCKLAND REGION: 0800 833 5581 #2

Manukau: Level 2, 22 Amersham Way
Manukau
Phone: 09 261 2481

HAWKES BAY REGION: 0800 833 5581 #1

Napier: 31 Ford Road
Napier
Phone: 06 833 5586

HEAD OFFICE: 0800 833 5581 #4

Napier: PO Box 37
Napier
Phone: 06 835 1014

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