



education
unlimited
Tailor made training

Ākonga Handbook 2026



Mā te mahitahi, ka tipu te mātauranga,
Mā te mātauranga ka tipu hei tāngata.

Through working as one, there is growth in knowledge,
From that knowledge people grow.



KIAORA

WELCOME

We are thrilled to have you as a participant in one of our programmes at Education Unlimited. Our team is dedicated to providing a challenging, enjoyable and supportive environment that fosters personal and professional growth. We genuinely appreciate your decision to join us in advancing your skills, confidence and qualifications, and we are committed to helping you achieve your career goals.

This Handbook applies to all ākonga (students) enrolled in any programme at Education Unlimited. It contains important information relevant to your studies. Some programmes may have additional expectations, which will be communicated to you during the enrolment process. In this Handbook, you will find key details regarding ākonga responsibilities, rights and health and safety protocols while participating in training with us.

Our entire team is committed to your success, and we are here to support you every step of the way. Please feel free to reach out if you need any assistance. Your primary point of contact will be your kaiako (Tutor), but we also have an open-door policy, so don't hesitate to ensure your needs are met.



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From that knowledge people grow.



About Education Unlimited

Education Unlimited empowers people and organisations through impactful tailor-made training. We believe that training goes deeper than simply learning skills. Our team provides a supportive environment for organisations and ākonga that has a wide-reaching impact. We help develop people, to foster growth, empowering people to ‘turn-up’ with their whole selves. This drives innovation, change, connection and positively impacts organisations, leaving them in a better place.

Governance and Ownership

Education Unlimited is a privately owned limited company with the following shareholders:

- Tina Rose
- Maureen Hamahona
- Robert Yon

Education Unlimited is governed by the following:

- Tina Rose – Managing Director
- Maureen Hamahona – Business Operations Manager
- Tom Kelleher – PTE Manager



Introduction

The following information outlines what ākongā can expect from Education Unlimited. A full copy of the Education and Training Act 2020, along with its subsequent amendments can be accessed online.

Ākongā can expect fair and equitable treatment from Education Unlimited and its staff. All ākongā enrolled at Education Unlimited are entitled to:

Information and Services

- Receive full and accurate information before enrolment about all key aspects of a programme.
- Be informed of start dates and obligations.
- Be provided with information on ākongā support services and which members of staff can assist in specific areas.
- Receive competent and effective teaching from appropriately trained staff, qualified in the relevant field of teaching.
- Have access to appropriate members of staff to discuss problems.
- Have access to the ākongā regulations and information on the appeal and review process.

Personal File

- Have access to their own personal file on request within a reasonable time frame.
- Have a copy of their academic record on request.

Harassment

- Be free from all forms of harassment by staff and by other ākongā.
- Have information on harassment procedures.

Privacy

- Confidentiality of ākongā records unless prior permission of the ākongā is given.
- Have personal information treated with absolute confidentiality, subject to statutory disclosure, unless written approval is given.
- Have information on disciplinary proceedings remain confidential unless authorised by the ākongā.



Health and Safety

- Have an ākonga working environment that meets all standards of the Health and Safety at Work Act 2015 appropriate to the field of learning.
- Have buildings and fittings in reasonable condition in keeping with public health and safety standards.
- Have displayed safety signs in buildings and on roadways where restrictions apply.

Recognition of Prior Learning and Current Competency

- The prior learning of ākonga will be considered in designing a training pathway and adjustments will be made according to attendance requirements and units offered.
- Ākonga who wish to have prior learning assessed will be given the recognition of prior learning procedure information and the procedure will be followed. If an ākonga wishes to apply for Recognition of Prior Learning / Recognition of Current Competency, they are required to complete an application form.
- In the first instance, ākonga should talk to your kaiako if they are interested in completing an assessment via recognition of prior learning or recognition of current competency.

Credit Recognition and Transfer

- If an ākonga has successfully completed an identical unit standard at another tertiary education organisation or school, they will ordinarily not be required to complete the standard again.

Assessments

Ākonga will:

1. Be adequately informed about the quality of their academic performance and progress.
2. Receive marked assessments promptly usually no later than two weeks after the due date.
3. Apply for a review of any assessment that an ākonga believes is incorrect or unfair.
4. Be granted an independent assessment if the ākonga and kaiako (Tutor) cannot agree on the correctness or fairness of an assessment.
5. Be able to appeal against an independent assessment where the ākonga is not satisfied with the result by a written request to support@educationunlimited.co.nz



Problem Solving of Concerns

Use the following procedure where an ākonga has a concern relating to a course or personal conflict with a fellow ākonga or a member of staff.

1. Identify the concern and discuss it at a mutually arranged time with the person concerned. Assistance in identifying the concern can be sought from ākonga support staff.
2. Have access to another person to mediate the concern.
3. Have access to the Manager if the concern still cannot be resolved. A representative may provide support if the problem relates to a complaint against a staff member, the Manager is obliged to inform the ākonga of the formal complaints procedure and may recommend that such a complaint be filed.
4. The right to the formal complaints procedure, if it is recommended, that such a complaint should be filed.



Code of Practice 2021

Who is the Code for?

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 – Learner Wellbeing and Safety covers all domestic and international tertiary learners at universities, polytechnics, private training establishments, and wānanga. The Code covers ākongā who are studying online, offshore and/or in workplace-based settings.

The Code came into effect on 1 January 2022, replacing the previous International Code and Interim Domestic Code.

What is the Code?

The Code for learner wellbeing and safety sets out the roles and responsibilities of tertiary education organisations (TEOs) in promoting and supporting your wellbeing, development, and educational achievement.

Under the Code, your TEO should be helping you to be:

- safe, physically, and mentally
- respected and accepted for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

The Code has twelve outcomes

Outcomes 1 and 2 focus on education providers taking a whole of organisation approach to learner wellbeing and safety, and that learner voice is embedded into the organisation.

Outcomes 3 and 4 focus on wellbeing and safety practices for all tertiary providers and relate to physical and digital learning environments.

Outcomes 5–7 focus on ākongā accommodation to ensure that it is safe and creating inclusive communities.

Outcomes 8–12 have the same requirements to the previous international Code for tertiary learners, and ensures international learners have access to the right information and support before and during their study.



As Education Unlimited does not have ākongā accommodation, or offer programmes for international learners, only Outcomes 1 to 4 apply to study in the organisation.

What does that mean for you as an ākongā?

Education Unlimited is committed to meeting its obligations under the Code and has in place procedures to ensure that each aspect is addressed throughout your learning journey with us. During your induction and orientation, your kaiako (Tutor) will explain these processes. Specifically, this means that:

Outcome 1: A learner wellbeing and safety system

- **Process 1: Strategic goals and strategic plans**
- **Process 2: Self-review of learner wellbeing and safety practices**
- **Process 3: Publication requirements**
- **Process 4: Responsive wellbeing and safety systems.**

We have strategic goals and plans to support the wellbeing and safety of our ākongā (students) across the organisation:

- We work proactively with our ākongā and stakeholders, and use relevant data to develop and review these, with actions put into place where improvements or enhancements can be made.
- These plans and goals are available to our ākongā, our team and the public.
- We will gather relevant information to identify trends so that we can connect our ākongā to support in a timely manner.
- We will provide training for our team and ensure they have the resources to support learner safety and wellbeing.
- We will have a plan for responding effectively and assisting our ākongā in emergency situations in our learning community.
- We will keep accurate records and reflect and report back on these at least annually.

Outcome 2: Learner voice

Process 1: Learner voice

Process 2: Learner complaints

Process 3: Compliance with the Dispute Resolution Scheme



- We will work with our ākongā to understand and respond to diverse ākongā voices and wellbeing and safety needs in a way that upholds their mana and autonomy.
- We will have practices to build effective relationships with ākongā within our organisation, work with our ākongā to develop plans, provide formal and informal processes for engaging with ākongā, provide ākongā with skills and resources to participate in decision making processes, and provide information to help ākongā understand our decision-making processes.
- We will ensure we work with ākongā to handle any complaints to a satisfactory resolution in a timely and efficient manner.
- We will have a complaints process that is easily accessible to ākongā and the people that support them, including what to do if we can't resolve the issue.
- We will provide information about the Dispute Resolution Scheme and comply with its rules for domestic ākongā.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

Process 1: Safe and inclusive communities

Process 2: Supporting learner participation and engagement.

Process 3: Physical and digital spaces and facilities.

- We will work with staff and ākongā to recognise and respond effectively to discrimination, racism, bullying, harassment, and abuse and also have practices for reducing harm resulting from it.
- We will promote an inclusive culture across the learning environment and uphold the cultural needs and aspirations of all ākongā participating in it.
- We will provide ākongā with information that supports understanding, acceptance, connection and collective responsibility for an inclusive learning environment.
- We will provide ākongā with information about the cultural, spiritual and community support available to them.
- We will provide accessible learning environments for ākongā where they can connect with others, build relationships, support each other, and welcome their friends, families and whānau.



- We will provide ākongā with opportunities to actively participate and share their views safely in their learning environment; connect, build relationships, and develop social, spiritual and cultural networks; and use Te Reo and tikanga Māori to support Māori learners' connection to identity and culture.
- We will have practices for supporting ākongā through their studies, including enabling learners to prepare and adjust for tertiary study and maintaining appropriate oversight of ākongā achievement and engagement.
- We will provide the opportunity for ākongā to discuss, in confidence, any issues that are affecting their ability to study and providing learners with a response to their issues.
- We will provide ākongā with advice on pathways for further study and career development, where appropriate.
- We will have practices for: providing healthy and safe learning environments; identifying and, where possible, removing access barriers to our facilities and services; involving ākongā in the design of physical and digital environments when making improvements;

Outcome 4: Learners are safe and well

Process 1: Information for learners about assistance to meet their basic needs

Process 2: Promoting physical and mental health awareness

Process 3: Proactive monitoring and responsive wellbeing and safety practices

- We will have practices for enabling all ākongā and prospective learners to identify and manage their basic needs - the essential material requirements to support wellbeing and safety including housing, food and clothing.
- This includes providing timely information to help ākongā access services through community and public services that support their material wellbeing and safety and maintain a healthy lifestyle. You can find more information in the appendix at the end of the handbook or ask your kaiako for support.
- We will have practices for providing opportunities and experiences for ākongā that improve their physical and mental health and wellbeing and safety.
- We will promote awareness of practices that support good physical and mental health that are credible and relevant to ākongā
- We will support ākongā connection to their language, identity, and culture.



- We will provide accurate, timely information and advice to ākongā about how they can access medical and mental health services through our organisation or through community and public services, including culturally responsive services.
- We will provide accurate, timely information and advice to ākongā about how they can report health and safety concerns they have for their peers
- We will provide accurate, timely information and advice to ākongā about how to respond to an emergency and engage with relevant government agencies.
- We will provide accurate, timely information and advice to ākongā about how they can make positive choices that enhance their wellbeing.
- We will have practices for:
 - requesting that domestic ākongā 18 years and over provide a name and up-to-date contact details of a nominated person; and
 - describing the circumstances in which the nominated person referred to above should be contacted in relation to their wellbeing and safety; and
 - contacting the person nominated by domestic ākongā 18 years and over, in the circumstances described above, or where the provider has reasonable grounds for believing that the disclosure is necessary to prevent or lessen a serious threat to the ākongā's life or health; and
 - enabling ākongā to communicate health and mental health needs with staff in confidence, so that the provider can proactively offer them support; and
 - providing opportunities for ākongā to raise concerns about themselves or others in confidence; and
 - identifying ākongā at risk and having clear and appropriate pathways for assisting them to access services when they need it; and
 - identifying ākongā who are at risk of harming others, and having clear and appropriate pathways for assisting them to access services when they need it; and protecting ākongā and staff who experience harm from other ākongā and/or staff, including sexual assault;
 - making arrangements with disabled ākongā or those affected by health and wellbeing difficulties to accommodate learning needs, including for study off-campus; and
 - responding to disruptive and threatening behaviour in a way that is sensitive to an ākongā's situation; and



- supporting ākonga whose study is interrupted due to circumstances outside their control, and providing inclusive, accessible re-entry processes for their transition back into tertiary study.
- We will have up-to-date contact details and next of kin for ākonga under 18
- We will contact the next of kin for ākonga under 18 years if there is concern regarding the wellbeing or safety of an ākonga.
- We will maintain a record of reported risks, including any concerns raised in relation to the effective administration of this code.

More information about the Code is also available online at:

[The Tertiary and International Learners Code of Practice - NZQA](#)

If you have any questions or would like to provide feedback about any area of pastoral care, please talk to your kaiako (Tutor), your manager or any member of the Education Unlimited team that you are comfortable to approach. You are our priority.



Suggestions and Complaints

Ākonga may wish to offer a suggestion or complain about a decision, action or experience.

All suggestions or complaints should be brought to the attention of Education Unlimited in the first instance.

Verbal or written suggestions or complaints will be accepted. Written suggestions or complaints can be made on the supplied forms or written otherwise and signed. The suggestion or complaint can then be lodged via email to the PTE Manager or nominee.

The PTE Manager or nominee, will investigate both sides and ultimately make a ruling.

If the complaint is still not resolved at this stage, or if you are not satisfied with the outcome of your complaint, you can then escalate it to the appropriate authority.

NZQA is the correct agency to address your complaint to and they can direct it appropriately. Information about the process is available on their website at:

[**Concerns about education providers - NZQA**](#)

You can access a Complaints Form through Education Unlimited's website. If you have any issues accessing the form, you can request assistance from your Kaiako or by emailing [**complaints@educationunlimited.co.nz**](mailto:complaints@educationunlimited.co.nz)



Assessment

Reassessment

Prior to the assessment of a unit standard, unit of learning or module assessment, your assessor will make every effort to ensure that you are ready for the assessment. In the instance that a candidate has not met the requirements to achieve the assessment, reassessment will be arranged. All ākonga have the right to two reassessments. Prior to reassessment, the assessor and/or the kaiako (Tutor) will arrange for training to give every opportunity to reach competency.

Appeal of Assessment

Please follow the procedure outlined below for review or appeal of assessment.

Review of Assessment

Any candidate who feels that an assessment decision that does not award them credit was incorrect, is entitled to have their assessment reviewed. You can request a review or appeal a result by emailing support@educationunlimited.co.nz

The request must be received within ten working days of receiving notification of the assessment decision.

Reviews may be requested for a number of reasons including:

- That the assessor did not recognise the candidate's achievement of the required standard of performance.
- That the assessor failed to follow proper and agreed assessment procedures.
- The decision is different from the feedback received at the time of the assessment.



Review Process

1. Once a request to review the decision is received, the PTE Manager will request copies of documentation relating to the assessment from the assessor.
2. Candidates should supply a copy of their assessment documentation with their review of the decision.
3. All material provided will be reviewed and the PTE Manager will either:
 - a. uphold the assessor's original decision
 - b. overturn the assessor's original decision
 - c. arrange for a reassessment
4. Should a reassessment be necessary, it will be undertaken by another Education Unlimited assessor.
5. The result of the review will be documented and provided to both parties.
6. The decision of the reviewing assessor is final.



Plagiarism

What is Plagiarism?

Plagiarism is when you use someone else's work, ideas, or words as your own without proper acknowledgement. This includes copying from other students, books, websites, or using tools like AI without understanding or referencing the content.

Plagiarism is a serious matter and can lead to having to redo your work or, in some cases, further disciplinary action.

Using AI Tools

AI tools (like ChatGPT) can help with learning, but they must be used properly. You can use AI to:

- Get ideas for presentations or slide content.
- Check spelling or grammar (except in literacy assessments).
- Help with research and brainstorming.
- You must not use AI to:
- Write your full answers or assessments for you.
- Replace your own thinking or understanding.
- Copy content from AI without checking or learning from it.

If you're unsure whether your use of AI is okay, check with your kaiako or the Programme Manager before submitting your work.

What Happens if Plagiarism or Cheating is Suspected?

1. Your work may be checked using plagiarism software.
2. Your kaiako might ask to talk with you about your assessment to check it's your own.
3. If it's found that your work isn't authentic, you may need to redo it.
4. Serious or repeated cases may result in a formal warning and involve the disciplinary process.



Ākonga Feedback and Evaluation

We encourage ākonga feedback and evaluation of our learning materials and teaching processes. If you identify any discrepancies in any of the text in our resources or assessments, then please let your kaiako (Tutor) or another Education Unlimited staff member know.

We are continually reviewing all our material and recording any feedback so that we can ensure our resources are relevant, correct and appropriate for each programme and the purpose they have in the current industry.

The team at Education Unlimited is committed to meeting ākonga needs and ensuring ongoing success. You will also have the opportunity to provide feedback on your kaiako (Tutor) and the programme you attend.

Academic Records and Privacy

Ākonga have the right to have their personal details protected and only given out to legitimate agencies for statistical and recording purposes. Make sure to let us know if any of your personal details change. This is so important, as we do not want you to miss out on any information that you are entitled to have.



NZQA

The New Zealand Qualifications Authority (NZQA) is based in Wellington. NZQA sets the standard of New Zealand Qualifications.

NZQA has a variety of roles:

- To coordinate all Qualifications
- To review all Unit Standards
- To develop and maintain an accessible and flexible New Zealand Qualifications Framework
- To develop, maintain and promote Unit Standards and New Zealand Qualifications that are not the responsibility of an Industry Training Organisation
- To administer all national examinations and qualifications
- To provide a quality assurance service to Standard Setting Bodies (SSBs) and Private and Government Training Establishments (PTEs and GTEs)

Education Unlimited is an approved training provider that must abide by the requirements of NZQA for the delivery of teaching and the assessment of learning.

Education Unlimited has a Quality Management System and is evaluated and reviewed by NZQA to ensure compliance. The New Zealand Qualifications Framework (NZQF) was established by NZQA to be the national register of approved Unit and Achievement Standards.

National Standards

Each Standard registered on the Framework describes what a learner needs to know or what they must be able to achieve.

- Unit Standards are developed by experts in their fields.
- Achievement Standards are currently used only in school curriculum subjects for the National Certificate of Educational Achievement (NCEA)

Because the standards are nationally agreed, ākonga achievements can be recognised in several contexts. Identical standards may be transferable between qualifications and providers.



There are ten levels involved in qualifications. Level 1 is the least complex and Level 10 is the most complex. Levels depend on the complexity of learning. Levels reflect the content of the qualification, not the time spent learning.



Policies and Procedures

There are several policies and procedures that will affect you during your programme of study at Education Unlimited. These are detailed in the following pages. Please ask if you have any queries.

Rules and Regulations

These rules and regulations must be respected at all times by any individual participating in an Education Unlimited programme.

Expected behaviour:

- You are encouraged to bring a smile on your face, be happy, willing to learn, co-operating at all times in the hope that you will learn new skills.
- You are asked to treat other ākonga and kaiako (Tutor) with respect at all times.
- You are asked to consider the learning needs of others at all times.
- You are to turn up to training on time and to follow the set breaks.
- You are to follow the direction of the staff or person in charge, on Health and Safety matters.
- You are asked to comply with the smoking/non-smoking zones as indicated.
- You are to wear tidy clothing appropriate to the programme.
- Failure to behave in accordance with the rules and regulations may result in a participant being asked to leave the programme.

Under no circumstances are ākonga to:

- Display or wear gang affiliations of any type including patches, colours, scarves, markings, symbols, etc.
- Damage or take the property of any other person or organisation.
- Act in a manner which will jeopardise their own or someone else's safety.
- Arrive under the influence of, or consume on the programme, alcohol, drugs, or other illegal substances.
- Be abusive or aggressive towards staff or other ākonga, or to treat equipment with disrespect.
- Use foul language or to spit.



- Have offensive weapons in your possession.
- Smoke or vape in areas designated NO SMOKING.
- Bring friends or mates to the programme other than to enquire about training.
- Bring children or animals to the programme.
- Use a mobile phone during class time, unless required for training purposes.
- Have electronic devices on while training with Education Unlimited, unless it is required for training purposes.

If ākongas break any of these rules, the disciplinary process may apply.

Expectations of ākongas

- Ākongas have agreed to accept Education Unlimited rules.
- Ākongas are expected to attend their programme.
- Ākongas are expected to turn up on time.
- If ākongas are unable to attend the programme they must phone the kaiako (Tutor) they are enrolled with at least half an hour before the starting time. If the training is facilitated through the ākongas employer, they must advise the employer instead.

Attendance Requirements

Ākongas should aim for full attendance. Public Holidays are observed, however school holidays are not. Programmes have allocations for self-directed learning hours for additional study and these will be advised by your kaiako (Tutor).

Your kaiako (Tutor) will also ensure that you understand the correct start, finish and break times for the programme you are attending. Break times may vary from time to time, as the nature of the industry you are training for may require flexibility and this will be practiced while you are studying.

If an ākongas is unable to attend because of ill health or any other reason, they must have contacted the kaiako (Tutor) prior to the session. If the training is facilitated through the ākongas employer, they must advise the employer instead.

Your Safety

Education Unlimited takes responsibility to provide you with a safe environment. We ask you to respect property and report any health and safety issues directly to your kaiako (Tutor) in the first instance.



Disciplinary Procedure

Gross violation of the rules and regulations may result in a stand down period.

1. An oral warning will be issued stating the nature of the offence.
2. A written warning will be issued stating the nature of the offence.
3. The ākongā will be required to leave the programme if the behaviour persists.

Note: In the case of persons under the influence of alcohol or drugs, the ākongā will be asked to leave the programme immediately and the above dismissal procedure will follow.

Health and Safety Policy

Education Unlimited will provide an environment which is safe for all ākongā and staff. Your health and safety is important to us in all the environments you encounter while training. While on your programme your health and safety is the combined responsibility of:

- Education Unlimited, you and the owner of any premises visited as part of a training programme.
- Your first responsibility is to keep yourself safe.
- Your second responsibility is to ensure that your actions or inactions do not endanger the safety of others.
- Please inform your kaiako (Tutor) of any hazard you identify.
- Adhere (follow) all health and safety policies and procedures
- Take reasonable care to ensure your own safety and the safety of everyone around you while in training.
- Participate in health and safety inductions.
- Report any identified hazards, risks, or incidents.
- Follow instructions from kaiako (Tutors) regarding safety.
- Stop or not start any task or work in a work environment if you believe it is unsafe to do so and report immediately to your kaiako (Tutors).



Education Unlimited has the responsibility to:

- Check for any hazards at the training location, notifying you of these hazards and informing you how to minimise the risk. This includes checking the safety of any equipment used.
- Inform you of emergency procedures when at training locations.
- Ensure you have access to facilities for your health and safety at training locations.
- Ask you if you have any medical problems which could increase the risk to your health and safety in any training environment.
- Document, investigate and report any serious incidents (where you are injured) or near misses that occur.
- Understand and abide by the requirements of the Health and Safety at Work Act 2015.

You have the responsibility to:

- Follow the instructions of your kaiako (Tutor), premises, employer or property owner at all times at the training location, especially in the event of any emergency.
- Behave in a responsible manner.
- Notify your kaiako (Tutor) of any medical problems which could increase the risk to your health and safety in any training environment e.g. epilepsy, asthma, allergy to bees, prone to fainting etc.
- Notify your kaiako if you identify any health and safety concerns and follow any health and safety notices.

Talk to your kaiako if you require any additional information about Health and Safety during your training programme.

Drug and Alcohol Policy

- Illegal drugs are not permitted on any training sites. You must advise your Kaiako if you are taking prescribed medication that has side effects, such as drowsiness and could negatively impact your ability to operate equipment, for example.
- Alcohol is not to be consumed on any training sites.
- No person is permitted on any training sites who is under the influence of illegal drugs, legal highs or alcohol.
- All staff are responsible for monitoring rules.



Smoking and Vaping Policy

- For those who wish to smoke, a safe environment will be provided.
- Smokers will dispose of their ashes and butts in the receptacles provided.
- Smoking of illegal substances or legal highs is prohibited at all times.
- Designated areas will be clearly sign posted.
- Times allocated for breaks will be observed.
- All staff are responsible for monitoring rules.

Fire Evacuation Procedure

Your kaiako at the commencement of the training, will induct you in the site-specific emergency procedures. At the start of your training session, your Kaioko shall advise you of the site-specific risks and what you need to do to keep yourself and others safe and any site-specific rules. The ākongā shall participate in site induction training and follow safety instructions from the kaioko and site supervisor.

Treaty of Waitangi Policy

Education Unlimited aims to fulfil the intent of the Treaty of Waitangi by valuing and reflecting New Zealand's dual cultural heritage. Education Unlimited has an approach to well-being that encompasses taha whānau (social/cultural), taha wairua (spiritual), taha hinengaro (emotional/mental) and taha tinana (physical) dimensions to encourage and enable progress.

Objectives

1. Ensure the curriculum reflects Māori perspectives.
2. Make equitable provisions in the curriculum for the instructional needs of Māori ākongā.
3. Provide a Māori Language component in appropriate programmes which incorporates an understanding of taha Māori, local and general tikanga and local history, with particular regard to the area.
4. Recognise Māori values in the provision of resources and facilities within the institution.



5. Ensure staff training is available in Tikanga Māori and the protocol is followed when appropriate.
6. Consult with Māori Stakeholders on effectiveness with Māori learners, programme content, and other relevant matters.

Internet Policy

It is prohibited for any user of an Education Unlimited computer to download or view any of the following:

- Music
- Games
- Movies
- Gambling Websites
- Anything from an Adult Website
- Any website that contains illegal or offensive material.

Failure to comply with this policy will mean that the user will be denied further access immediately.

It will result in disciplinary action and may result in withdrawal. A full copy of the computer and internet policy is on the ākongā contract and ākongā must agree to these rules prior to accessing this technology.

Equal Education Opportunities Policy

Education Unlimited supports the principles of Equal Education Opportunities as a means of ensuring all ākongā (students) have equal opportunity to achieve their potential.

Programme Entry Criteria

Programme entry criteria will be kept to a minimum and restricted only to those criteria set down by either the funding agency or the New Zealand Qualifications Authority.

There will be no discrimination on any of the following grounds:

- Gender
- Marital status
- Family status (e.g. Having responsibility for children or dependents)



- Religion or ethical belief
- Colour
- Race
- Ethnic or national origin
- Disability
- Age
- Political opinion
- Sexual orientation

All employees of the organisation and ākonga have a responsibility to act in a non-discriminatory manner. Those that fail to do so will be liable to appropriate disciplinary procedures.

Procedure

Care must be exercised to comply with this policy in:

- wording of all educational materials
- selection processes for recruitment, promotion and training opportunities
- design and development of programmes.

The legislation relating to discrimination is contained in the Human Rights Act 1993.



Ākonga Guidance and Support

We can help you in the following ways:

- Programme Requirements
- Learning Assistance
- Expectations
- Literacy and Numeracy

Conflict

- Ākonga / Ākonga
- Ākonga / Kaiako (Tutor)

Harassment

- What to do about it

Sexual Harassment

- What to do about it

Ākonga

- Advocacy and Support

Your first point of contact is your kaiako, your manager or any other member of staff you feel comfortable talking to. We have training and experience to assist you with many issues. Where we are not equipped to help, we will ensure you are put in touch with the appropriate person.

What is harassment?

Harassment is when verbal or physical conduct, including misuse of visual or written material, by one person toward another is unwelcome, offensive and might reasonably be perceived as unwelcome and offensive. Such conduct is of a serious nature or is persistent to the extent that it interferes with the individual's study or other work or enjoyment of the campus amenities.



What is the definition of sexual harassment?

It covers a range of verbal and/or physical behaviour of a sexual nature which is unwelcome, unsolicited and non-reciprocal. It takes many forms including: sexually orientated jokes, cartoons, posters, pin-ups, offensive questions, comments, abuse, leering, unwanted and deliberate contact, touching, pinching, rubbing, questions and comments about one's private life, suggestive remarks. Such behaviour is harassment whether it comes from an individual or a group, staff or ākonga.

Guidance and Support Contact Information

The internet has a range of up-to-date information about services that you can access for guidance and support. It details the services available locally to your campus and those that are available nationwide.

There are recommended websites below, which you can access yourself, or you can approach your kaiako (tutor), Programme Coordinator, Programme Manager, or any member of the team you feel comfortable to talk to, and they will help you through the process of finding the support that is right for you. Please don't hesitate to ask.

Family Services Directory

<https://www.familyservices.govt.nz/directory/>

Citizens Advice Bureau – Community Directory

<https://www.cab.org.nz/search/#qa=0&sp=1&ir=0&wc=0>

New Zealand Disability Support Network

https://nzdsn.org.nz/region/auckland-northland/?post_types=member

Health Point

<https://www.healthpoint.co.nz/>



Tikanga Māori

Generally, tikanga are Māori customary practices or behaviours. The concept is derived from the Māori word 'tika' which means 'right' or 'correct' so, in Māori terms, to act in accordance with tikanga is to behave in a way that is culturally proper or appropriate.

It is important that the learning environment and the teaching we provide is culturally appropriate. If you have any concerns about this or observe ways in which we can meet your needs more appropriately we will be pleased to have your help. We have cultural advisors available. They speak for us and for you.

Māori Words and Greetings

Greetings

Kia ora	Hello any number of people
Kia ora koutou katoa	hello to three or more
Mōrena or Ata mārie	Good morning

Formal greetings

Tēnā koe (Name)	Dear (Name) — greeting one person.
Tēnā kōrua	Greeting two people. (don't insert the names)
Tēnā koutou	Greeting three or more.

Other helpful phrases

Ngā mihi	Thank you
Ngā mihi nui	Thank you very much
Ngā mihi maioha	Thank you with appreciation
Mō tōku hē	Sorry, I'm sorry, my apologies
Kei te pēhea koe?	How are you? (one person)
Kei te pēhea kōrua?	How are you? (two people)
Kei te pēhea koutou?	How are you? (three or more people)
Kei te pai	I'm well
Kei te tino pai	I'm very well



Kia manahau! Enjoy!
Ka mau te wehi! Awesome! Fantastic!
Meri Kirihimete Merry Christmas

Signoffs or farewells

Nā From
Nāku, nā Yours faithfully
Nāku iti noa, nā Yours sincerely
Ngā mihi Kind regards or thank you
Ngā mihi nui Kind regards (with more emphasis on gratitude)
Hei konā mai Goodbye for now
Mā te wā Bye for now, see you later
Noho ora mai Stay well, look after yourself
Kia pai tō rā Have a nice day
Kia pai tō kōrua rā Have a nice day (two people)
Kia pai tō koutou rā Have a nice day (three or more people)
Kia pai tō rā whakatā Have a great weekend!

Other helpful phrases

ae yes
aroha love/sorrow
haere mai welcome
haere rā goodbye (to the person leaving)
haka ceremonial dance
hangi earth oven and food prepared in it
hongī greeting by pressing noses
hui..... meeting



huihui to meet

hunga kainga hosts, people of the land

iwi tribe or people

ka pai! exclamation of pleasure or approval; good, agreement

kāhore no

kai food

karakia chant or prayer

karanga call of welcome

kaumātua male elder

kia ora hello

koha gift

kuia female elder

mana authority / pride

manuhiri guest, visitor

marae enclosed space in front of meeting house, meeting place

moana sea or lake

pā settlement or stockaded village

puke hill

rangitira chief

tāne man

tangi..... bereavement, funeral gathering

tapu sacred, restricted



tupuna ancestor

wahine woman

wai water

whānau family

whare house, hut or building

whenua land



Learner Pre-Assessment Check Sheet

Name: _____

Date: _____-____-____

This is to certify that I have received instruction in and understand the following items:

- Health and Safety and general rules
- Programme overview and programme outline
- Understand the unit standard environment
- Learner needs, for those with English as a foreign language
- Literacy requirements
- My responsibilities as a learner
- Education Unlimited responsibilities towards me
- Appeals process
- Complaints Procedure
- Privacy Act
- Recording of completed units

Ākonga Signature: _____

Date: _____

Education Unlimited Signature: _____

Date: _____



Contact Us

For general support and enquiries please email: support@educationunlimited.co.nz

To make a complaint, please email: complaints@educationunlimited.co.nz



Document Management

This document is reviewed annually and approved by the Senior Leadership Team.

Version Number	Date Approved	Major Amendments
V1.0	January 2025	Initial issue
V2.0	February 2026	Updated handbook formatting throughout, amended governance members, updated job titles, amended contact information and updated complaints process.
V2.1	May 2026	Updated formatting to more accessible style sheet.