



JNP AVIATION TRAINING LIMITED  
[JNPAT]

Quality Management System – Student Policies and  
Procedures  
(JNPAT QMS)

JNPAT QMS	
Authorised by	Chief Executive Officer
Reference	JNPAT QMS Version 5.0
Issue Date	July 2022
This document is non-controlled and out-dated if printed	

#### MASTER RECORD INDEX

Version	Title	Issue Date
1.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	30 August, 2020
2.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	31 July, 2022
3.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	31 March, 2023
4.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	31 May, 2023
4.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	2 October, 2024
5.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	2 July 2025
6.0	JNP Aviation Training Ltd Quality Management System (referred to in documentation as JNPAT QMS)	23 August July 2025

Reproduction, Adaptation, or use of this document, either in part or in whole is prohibited without the prior written consent of JNP Aviation Training.

The following document contains the policies and procedures, together with the Summary of JNPAT's QMS.

Quality assurance policies and procedures comprise the statutory requirements of the Education and Training Act 2020, and any subsequent Amendments; NZQA rules and requirements; The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021; Workplace Development Centre (WDC) rules and requirements and the Civil Aviation Authority [CAA].

For the purposes of this document and subsequent policies, procedures, rules and regulations, the words 'academic'; 'programme'; 'course'; 'delivery' are deemed to include all JNPAT educational offerings.

Mā te rongo, ka mōhio; mā te mōhio; ka mārama.

From listening comes knowledge, from knowledge comes understanding, from understanding comes wisdom, from wisdom comes well-being.

Ua sau le va'a na tiu, 'ae tali le va'a na tau, o lo'o mamau lagoon o le va'a na fao afolau.

A safe and prosperous journey is welcomed by those who support them.

Karakia

Tūtawa mai i runga

Tūtawa mai i raro

Tūtawa mai i roto

Tūtawa mai i waho

Kia tau ai

Te mauri tū

Te mauri ora

Ki te katoa

Haumi e

Hui e

Tāiki e!

Come forth from above,

below, within,

and from the environment

Vitality and well-being, for all

Strengthened in unity.

## **JNPAT VISION**

Excellence in Aviation Training

## **JNPAT MISSION**

To consistently provide quality training for JNPAT students resulting in a clear pathway to a meaningful and exciting career.

## **JNPAT KAUPAPA**

To provide support and opportunities for Pasifika and Māori in New Zealand by creating pathways into the aviation industry.

## **JNPAT GOALS**

JNPAT has five main goals:

1. To provide excellent programmes of on-job practical and meaningful learning leading to the award of ground-based aviation tertiary education using qualifications listed on the NZ Qualifications Framework
2. To deliver innovative quality learning that connects the world of work with the world of learning.
3. To integrate Māori and Pasifika culture and language into JNPAT through inclusive policies and continual learning by JNPAT staff, and the sharing of that knowledge with learners.
4. To meet the training needs of our businesses and industry to build a resilient and dynamic workforce through relevant and valuable knowledge and applied learning.
5. To work with secondary schools, trainers, and industry to help students identify career pathways and explore further opportunities for study and training.

# 1 Table of Contents

<i>JNPAT VISION</i> .....	4
<i>JNPAT MISSION</i> .....	4
<i>JNPAT KAUPAPA</i> .....	4
<i>JNPAT GOALS</i> .....	4
<b>2 SUMMARY</b> .....	<b>7</b>
<b>Introduction</b> .....	<b>7</b>
<b>3 Civil Aviation Authority (CAA) requirements.</b> .....	<b>8</b>
<b>4 Scope</b> .....	<b>8</b>
<b>Treaty of Waitangi</b> .....	<b>8</b>
<b>Pacific Learners</b> .....	<b>9</b>
<b>5 Education (Pastoral Care of Tertiary and International Learners) Code 2021</b> .....	<b>10</b>
<b>6 JNP AVIATION TRAINING LIMITED [JNPAT] POLICY &amp; PROCEDURES</b> .....	<b>11</b>
<i>EQUAL EDUCATION OPPORTUNITIES [EEdO] POLICY</i> .....	12
<i>APPLICATION, ENTRY AND ENROLMENT POLICY</i> .....	14
<i>ORIENTATION &amp; INDUCTION FOR STUDENTS POLICY</i> .....	18
<i>INFORMATION TO PROSPECTIVE STUDENTS' POLICY</i> .....	20
<i>STUDENT CHARTER</i> .....	24
<i>STUDENT CONDUCT &amp; DISCIPLINE POLICY</i> .....	29
<i>HEALTH &amp; WELLBEING AT JNPAT POLICY &amp; Processes</i> .....	32
<i>PROTECTION OF VULNERABLE YOUNG PERSONS POLICY</i> .....	36
<i>STUDENT COMPLAINTS/GRIEVANCES POLICY</i> .....	39
<i>HEALTH &amp; SAFETY COMMITMENTS &amp; RESPONSIBILITIES POLICY</i> .....	42
<i>CRITICAL INCIDENT &amp; EMERGENCY POLICY</i> .....	47
<i>ASSESSMENT POLICY</i> .....	53
<i>RECOGNITION OF PRIOR LEARNING POLICY</i> .....	59
<i>ACADEMIC INTEGRITY POLICY</i> .....	65
<i>IMPAIRED PERFORMANCE/AEGROTAT POLICY</i> .....	69
<i>ACADEMIC APPEAL PROCESS</i> .....	71
<i>WITHDRAWAL &amp; REFUND POLICY</i> .....	74
<i>WORK-BASED TRAINING POLICY</i> .....	80
<i>WORKPLACE TRAINING AGREEMENT &amp; ENROLMENT FORM</i> .....	83
<i>OFF-SITE FIELDTRIPS &amp; WORKPLACE COMPONENTS POLICY</i> .....	89
<i>ONLINE SAFETY &amp; RESPONSIBLE USE POLICY</i> .....	98
<i>PRIVACY POLICY</i> .....	106

<i>DELIVERY TO SECONDARY SCHOOL STUDENTS' POLICY.....</i>	<i>108</i>
---	------------

## 2 SUMMARY

### Introduction

JNP Aviation Training Limited [JNPAT] was incorporated under the Companies Act 1993 23 May 2019 #7418519; NZBN: 9429047422360.

JNPAT is a Māori-Pasifika-owned Category One tertiary provider, specialising in ground services in aviation. We provide hands-on provider-based education leading to NZQA-approved qualifications, micro-credentials and courses in:

- aeronautical engineering,
- introduction to flight and
- ground operations services.

Our Education Centre is based at Classic Flyers Aviation Engineering Workshop in Mount Maunganui and surrounding aviation industry area. We work alongside our sister company, [JNP Aviation](#) who operate out of 10 ports across the motu, including Tauranga, Whakatāne, Rotorua and Gisborne, Blenheim and Whangārei. This allows learners to gain tangible industry experience throughout New Zealand.

JNP Aviation Training is a supportive 'workplace tertiary provider' that promotes well-being, growth, and employment pathways. We also team up with NZ Aero Clubs such as Tauranga and Whanganui Aero Clubs, to provide unit standard-based courses, and of course with Classic Flyers and the aeronautical engineering team.

JNPAT represents a contemporary and agile approach to the delivery of quality training in ground handling services; cargo management; passenger service and airport management in the New Zealand aviation sector. Training facilities are a combination of a permanent training hub, and onsite facilities for on-the-job learning; each designed to making training aligned with NZQA approved programmes easily accessible and convenient to students and prospective employers.

The JNPAT Quality Management System is an operational management tool that describes how the organisation is managed, and how it meets all statutory and legislative obligations and compliances, its policies and procedures and strategic direction. It supports JNPAT's principles and plans which people have agreed on as a foundation for their actions.

The System is founded on sound principles of consistent best academic practice resulting in student achievement and success through continuous improvement. Currency and consistency are key to its effective implementation. Policies and processes that are current and relevant; consistent, accessible and above all useful, underpin student achievement and progression.

This over-arching document provides guidance to ensure JNPAT's commitment to their obligations is met. It serves as a map to align JNPAT's mission, values and goals with internal quality assurance practice, and the external environment, and to provide the links to policies, systems and processes that are developed in consultation with appropriate partners and stakeholders to ensure student safety and strengthen the institution.

The JNPAT QMS includes the Policy and Procedures which jointly comprise JNPAT's current academic quality management system and clarify organisational functions, roles and responsibilities including decision-making, financial delegations, and financial controls.

The purpose of the JNPAT QMS is to ensure:

- the statutory requirements, policies, systems and processes identified are managed in an effective and consistent manner;
- an evaluative process of continuous improvement in the way objectives are met; and

- that the systems, processes, and procedures ensuring compliance are carried out in a controlled and planned manner.

### 3 Civil Aviation Authority (CAA) requirements.

JNPAT Policy ensures that only instructors and assessors with industry experience and training are employed to ensure that delivery meets Civil Aviation Authority (CAA) regulations.

JNPAT policies and procedures ensure that they are:

- Able to demonstrate that they have the environment, systems, procedures and controls that are equivalent to a CAA Part 139 Aerodrome Certification and Use and the industry standard or New Zealand Defence Force (NZDF) Policy and Orders
- Able to demonstrate that they have the environment, systems, procedures and controls that are equivalent to a CAA Part 140 Aviation Security Service organisation and the industry standard or New Zealand Defence Force (NZDF) Policy and Orders, for aviation security unit standards.

JNPATs policies and procedures ensure that facilities and resources are of the standard appropriate to the aviation industry and include:

- Access to airport operations equipment and systems as necessary to support delivery of a programme in which unit standards will be assessed
- A reference resource specialising in airport operations material (JNP Airport Operations Manual for Ground Handling)

JNPATs policies and procedures ensure the following standards are met for the delivery of on-job training whether directly by an organisation with consent to assess or remotely by an employer.

Training shall be carried out in workplaces which have or are covered by:

- NZCAA Part 139 approval or its military equivalent
- Aviation Security, an NZCAA part 140 or its military equivalent.

## 4 Scope Treaty of Waitangi

As a PTE carrying out its role as a provider in New Zealand, JNPAT will uphold the Treaty of Waitangi, and respect pre-existing rights and responsibilities over Mātauranga Māori. We will support the goals and aspirations of Mātauranga Māori from an indigenous perspective, as well as the Ministry of Education's overall aim of building an education system that equips all New Zealanders with the knowledge, skills, and values to be successful citizens in the 21st century. Mātauranga Māori is recognised by JNPAT as an evolving ancestral inheritance that is a Taonga protected under the Treaty of Waitangi; and is committed to the extension of its definition in their education provider role.

JNP Aviation ground handling business itself, has a high proportion of Māori and Pasifika, and predominantly younger staff. Supporting company JNP Aviation provides ground operations to 16 airports across New Zealand. The business has a strong Māori community within its own employees in the Bay headed by owner / CEO / hands-on operations and JNPAT visionary



Joshua Payne (Ngāpuhi and Niue). In the Tauranga JNP Aviation operational site (where new JNPAT students will conduct their onsite learning) 63% of those employed in the ground handling sector are Māori; and in JNP Rotorua, 60%. Statistics NZ (2018) data showed more Māori enrolling into and completing lower-level qualifications - certificate levels 1 through to 4, and more diploma level 5 and 6 qualifications, compared with total NZ population.

JNPAT's proposed provision of level 2, 3 and 4 programmes and micro-credentials will provide more opportunity for Māori in tertiary education in the region; opportunity to pathway into higher level programmes in the future; and existing Māori in the workforce with qualifications that award skills and knowledge.

JNPAT's academic quality management system supports our mission and values and sets out the principles, plans, policies and processes we have agreed on as a foundation for our actions as a Private Training Establishment (PTE). Our practice is aligned with supplementary quality assurance documents to ensure student safety and strengthen the organisation.

JNPAT aims to foster and develop a high-quality learning environment with equitable access, contributing to the development of society in New Zealand by responding to the needs of our learners.

The scope of the JNPAT QMS includes all aspects of academic delivery – all teaching and learning events including resources delivered by or on behalf of JNPAT and extends to all students, all staff, and contractors of the organisation.

The JNPAT QMS extends to all policies, systems and processes related to academic integrity: learning, teaching and research activities delivered by and on behalf of JNPAT and applies to all students, staff, adjunct staff, and contractors of JNPAT. The JNPAT quality assurance system will further ensure compliance with relevant statutory requirements and internal and external regulatory standards, including the NZQA, the NZQF and the Code.

## Pacific Learners

New Zealand has a large and diverse Pacific population, of whom almost two thirds are born in New Zealand. Achievement data for all learners has been improving over the last decade, with Māori and Pacific learners showing the greatest gains. Overall, higher school and tertiary education qualifications are associated with a range of indicators of social and economic wellbeing, including improved labour-market opportunities, higher incomes and living standards, lower risk of long-term welfare receipt, and improved health outcomes. ([Pasifika Education Best Practice](#)).

JNP Aviation and aviation ground operations in general have a high proportion of Māori and Pacific peoples employed in ground operations roles. JNPAT aim to better support and provide education for Māori and Pasifika learners by fostering a working relationship with Pacific Growth, whilst getting support from Pacific Growth's Director, Aifa'i Esera as JNPAT's new Ākonga Support and Cultural navigator. JNPAT has also worked with Pasifika in the Bay to integrate both Māori and Pasifika policy throughout the QMS to include more meaningful and integrated policies around Equity, Diversity, and Inclusion. See Section: JNPAT's Waka rererangi for full story.

The main principles JNPAT aim to implement through these policies' are:

1. Respecting and valuing identities, languages and cultures is critical
2. Home-learning partnerships are highly beneficial
3. Appropriately high expectations drive good pedagogy and achievement
4. Culturally responsive pedagogy is a key strategy for lifting achievement

## 5 Education (Pastoral Care of Tertiary and International Learners) Code 2021

As a new provider to start offering training to students in 2022 (end of) and 2023, JNPAT has been developing itself alongside the Interim Code to ensure it fosters robust standards for wellbeing and safety practices including:

- Fostering safe learning environments that are safe and designed to support positive learning experiences of diverse learner groups
- Training and support for staff
- Better protections for learners for making complaints and resolving disputes
- Better consistency within and across providers for responding to emergency situations are safe and designed to support positive learning experiences of diverse learner groups.

The Code defines wellbeing and safety as 'having a positive frame of mind, resilience, satisfaction with self, relationships, and experiences and progressing towards learning outcomes sought. It also means being healthy and feeling secure'.

JNPAT aims to foster wellbeing and safety through a supportive whānau-focused environment, following in the footsteps of our parent company JNP Aviation. The following steps are in place to ensure the Code's requirements (specifically Parts 3 and 4, Outcomes 1 to 4) are met:

- Employment of a Student Support staff member - Ākonga Cultural Support Navigator for all students, but also to supporting the rights of ākonga Māori & Pasifika and their whānau as both tangata whenua and citizens
- Carefully monitored health safety and wellbeing policies
- Providing encouraging and support JNPAT staff whose professional development, ongoing learning and health safety and wellbeing is also fostered and monitored.
- On-going self-assessment and reporting of learner success via the LSDT and feedback data
- On-going self-assessment of all the above.

The Code, in respect of domestic tertiary students, is binding on all providers.

JNPAT's PTE's policies, procedures and actions cover the requirements of the Code.

## 6 JNP AVIATION TRAINING LIMITED [JNPAT] POLICY & PROCEDURES

These policies and procedures are embedded in the JNPAT Quality Management System to meet the statutory and legislative requirements of the Education and Training Act 2020 and amendments, The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, WDC / ITO / ISB and NZQA requirements and the Civil Aviation Authority.

The JNPAT QMS document represent the organisation's student-centric academic policy. Key processes, policies and procedures are aligned to comprehensively support the well-being, achievement, and rights of all students studying at JNPAT.

For the purposes of this document and subsequent policies, procedures, rules and regulations, the words 'training'; 'programme'; 'course'; 'modules'; 'delivery' are deemed to include all JNPAT educational offerings.

The JNPAT QMS document are stored on the premises in hard copy and electronically and are readily accessible to JNPAT staff and students.

JNPAT Policy ensures that only instructors and assessors with industry experience and training are employed to ensure that delivery meets CAA regulations. JNPAT policies and procedures ensure that they are:

- able to demonstrate that they have the environment, systems, procedures and controls that are equivalent to a Civil Aviation Authority (CAA) Part 139 Aerodrome Certification and Use and the industry standard or New Zealand Defence Force (NZDF) Policy and Orders, and for aviation security unit standards.
- ensure that facilities and resources are of the standard appropriate to the aviation industry and include: access to airport operations equipment and systems as necessary to support delivery of a programme in which unit standards will be assessed; and a reference resource specialising in airport operations material.

JNPATs policies and procedures ensure the following standards are met for the delivery of on-job training whether directly by an organisation with consent to assess or remotely by an employer. Training shall be carried out in workplaces which have or are covered by:

- NZCAA Part 139 approval or its military equivalent for Aviation Security, an NZCAA part 140 or its military equivalent

## EQUAL EDUCATION OPPORTUNITIES [EEDO] POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

This policy recognises that the JNPAT environment is enhanced by increasing awareness and sensitivity to the diversity of the student community.

This policy reflects JNPAT's strategic objectives, values and stated philosophy of student support and student centric learning. JNPAT aims to address any inequity and improve the learning experience of any disadvantaged groups in courses and courses across JNPAT.

Equal Education Opportunities (EEEdO) will be achieved when factors irrelevant to course requirements no longer act as barriers to learning opportunities at JNPAT.

Such factors could include cultural identity; gender; belief; age; family responsibility marital status; religion; political affiliation; disability; sexual orientation; financial circumstances; and health status.

### POLICY STATEMENT

JNPAT is committed to EEEdO in all its courses. This commitment requires that JNPAT will continually work towards ensuring:

- Barriers irrelevant to course requirement to equal access to JNPAT, its courses and facilities are removed or minimised;
- All students are encouraged to participate in the life of JNPAT;
- Student's needs are supported by providing an equitable learning environment which recognises students' individual differences and addresses their particular needs.

### OPERATIONAL RESPONSIBILITY

The General Manager (Training), or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters of Equal Education Opportunities (EEEdO) and to ensure that all related processes meet the requirements of the Education and Training Act 2020, and all statutory and legislative obligations, national and NZQA guidelines.

The Chief Executive Officer holds responsibility for approval and implementation of this document and any subsequent amendments to it.

### REVISION HISTORY

Versions	Description of Change	Effective Date
3	Updated acts	31 March 2023

3	Reviewed	2 October 2024
---	----------	----------------

## APPLICATION, ENTRY AND ENROLMENT POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

JNPAT will meet all its obligations under the Education & Training Act 2020 and any amendments to the Act. These obligations are embedded in every stage of the student experience with JNPAT and every policy and procedure from recruitment and a show of interest in the academic offering and support offered to enrolment and participation; progression; graduation; employment and beyond.

JNPAT implements procedures for eliminating any barriers to equitable access to education and for minimising the risk of discriminatory practices occurring within any facets of its operations, and these procedures apply to all students and prospective students. Where requirements may include restrictions relating to age or medical or physical conditions to comply with legal health and safety requirements students will be required to supply this information at the request of JNPAT.

### PURPOSE

To ensure that prospective students receive timely, accurate and up-to-date information, advice and support that will assist them to choose education and programmes of study best suited to their needs.

To provide an effective and timely admission process for applicants seeking entry into courses offered at JNPAT who meet specified entry criteria and where no interview is required.

To make provision for formal recruitment as a means of ensuring that applicants meet the specified entry and selection criteria and are fully appraised of all entry criteria and course information.

### APPLICATION

This policy applies to all prospective students' programmes and courses offered by JNPAT. All students must apply for admission using the appropriate JNPAT application/enrolment documents.

Entry criteria will be normally objective, i.e, applicants will be accepted or declined based on whether they meet pre-published entry criteria. Where work experience is an alternative to academic achievement this must be described with sufficient clarity to allow decisions to be made based on written applications.

Applicants will be notified of decisions within 15 working days of receipt of their application.

The signed Enrolment Form are deemed to be a contract for tuition between JNPAT and the student.

The Enrolment Form requires the student to declare they are aware of the conditions contained within the withdrawal and refund policies and any entitlement to a fee refund that apply if they voluntarily withdraw from their JNPAT enrolment.

The Acceptance/Offer of Place letter will also communicate any entitlement to a fee refund if the student voluntarily withdraws from their JNPAT enrolment.

### POLICY

#### Application & Entry

- JNPAT will provide timely, accurate and up-to-date information that will assist students to make informed decisions when choosing their courses.
- JNPAT will have systems in place to ensure that all enrolment requirements, including documentation and provisions for payment of fees, are met prior to students commencing their enrolment.
- Entry and selection criteria will be published in JNPAT information to students and via the organisation's website and the student handbook.
- JNPAT Administration staff are responsible for entering all enquiries into the student management system as they are received.
- JNPAT Administration staff are responsible for receiving all course applications, and date-stamping these applications.
- JNPAT Administration staff will send an acceptance letter and enrolment material to applicants (where school learners are concerned an 'Acceptance email' goes to Careers Advisor) who meet the specified and any additional course entry criteria within 15 working days.
- The General Manager (Training) is responsible for ensuring that entry and selection criteria are correctly applied.
- All matters discussed with applicants for the purpose of selection and training at JNPAT will be documented.

## **Enrolment Records**

### **JNPAT will:**

- Maintain and keep up to date accurate enrolment records for each student including:
- full name and address of the student;
- contact details for the student;
- the student's national student number (where the student has a national student number);
- nationality and whether a domestic or international student;
- the education or training in which the student is enrolled;
- the start and finish dates of the education or training;
- details of the student meeting the entry requirements of the education or training including, where applicable, scores for English language entry requirements;
- invoices and receipts for fees paid to the PTE and the dates of payment, with course fees, commissions, accommodation fees, living expenses, and other fees separately identified;
- for international students, their visa (if any) and other immigration details, the contact details of any agent through whom the student enrolled at the PTE, a copy of the student health and travel insurances, student fee protection trustee records, and passport numbers
- Keep the records listed above a) to i) for each student for until at least two years after the completion of the education or training in which the student is enrolled.
- Keep the enrolment records in a manner that ensures they are easily recovered and printed from, and readily available on, the PTE's electronic data storage system

## **Academic Records**

### **JNPAT will:**

Maintain and keep up to date accurate academic records that must be kept for students enrolled in education or training at the PTE are:

- a. records of individual student assessment and examination results (for example, for prescriptions, papers, or assessment standards) that include the name of the student, the date of achievement and the relevant grade, which are to be kept as a permanent record;
- b. any cross credits, credit transfer, and recognition of prior learning arrangements for individual students, and the evidential basis for them, which are to be kept as a permanent record;
- c. records of student attendance, which are to be kept for at least the duration of the student's enrolment;
- d. records of the achievement of awards or qualifications by the students, which are to be kept as a permanent record.
- e. Keep all student assessment materials generated from education or training in which students are enrolled, or full copies of them, for at least 12 months from the date of completion of that education or training (for the avoidance of doubt, this includes assessment materials of education or training provided by sub-contractors of the PTE).

Note: The keeping of academic records or student assessment materials does not limit requirements to keep records of student work under other rules made under section 452 of the Act.

Keep academic records in the following manner:

- For all student records required to be kept, the records must be kept in a manner that ensures they are easily recovered and printed from, and readily available on, the PTE's electronic data storage system;
- For all student records required to be kept, they must be readily available upon request;
- A back-up copy for all records referred to in paragraph (a) In Academic Records above must also be kept in a manner that is accessible in the event of PTE closure, natural disaster, or emergency, and for at least the period of time the particular records themselves are required to be kept.

## **Recording and reporting of results**

Results would only be reported after:

- evidence of assessment has been provided and
- the assessment decision had been validated; and all 'paperwork' is complete.

Results will normally be entered through a registry approved process by teaching staff assigned to the course and verified by another academic staff member prior to loading onto the JNPAT Student Management System.

JNPAT will accurately report credits for learners within 3 months of assessment.

**This next addition is relative to Academic Records and can be also found in the Assessment Policy**

## **PROCEDURE**

Processing admissions – Entry criteria met. Liaison with General Manager (Training) as required.



Processing admissions – Administration/Registry

Processing enrolments – Administration/Registry.

Acceptance letter and Information to students– Administration/Registry.

## RECORD MANAGEMENT

Record	Responsibility	Retention Time
Enquiry Log	Administration/Registry	5 years
Application/enrolment Form	Administration/Registry	2 years
Confirmation of Acceptance	Administration/Registry	2 years

## OPERATIONAL RESPONSIBILITY

The General Manager (Training), or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters of application, entry and enrolment of all students and to ensure that all related processes meet the requirements of the Education and Training Act 2020, statutory and legislative obligations, national and NZQA guidelines.

The Chief Executive Officer holds responsibility for approval and implementation of this document and any subsequent amendments to it.

## REVISION HISTORY

Versions	Description of Change	Effective Date
3	Updated acts	31 March 2023
4	Updated process (careers advisors)Added addition around reporting from Assessment Policy	2 July 2025

## ORIENTATION & INDUCTION FOR STUDENTS POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

To outline the objectives of the JNPAT orientation and induction programme for students.

Orientation is concerned with familiarising students with their new learning environment and involves meeting people and communicating helpful information such as where essential services are located.

Induction incorporates orientation but is concerned with preparing students to cope with learning at a tertiary level and is about ensuring that students have the skills and knowledge to be successful in their chosen programme.

Specific programme induction including Health and Safety, Emergency Procedures, and induction for delivery modes, and specific delivery site, are carried out at course/programme level.

The JNPAT Orientation & Induction will clearly communicate the student's entitlement to a fee refund if the student voluntarily withdraws from their JNPAT enrolment.

### STATUTORY COMPLIANCE

NZQA rules and guidelines [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

### POLICY

- Orientation and induction will be available to all students enrolling at JNPAT for the first time in all programmes/courses.
- All students will go through an induction before commencement of course; therefore, on every student's first day.
- Students will be provided with an accurate overview of their programme of learning so that they can form realistic expectations of it.
- Students will be informed of the expectations placed on them as students within their programme.
- Students will be assisted to identify their learning style(s) to increase their personal learning effectiveness.
- Opportunities for improving effectiveness as students will be available and will include the importance and relevance of personal goal setting and motivation.
- Students will be given the opportunity to confirm whether their current path of study aligns with their future aspirations.
- Students will be introduced to the learning environment and to the range of services that are available to support them in their learning.

- Students will be given the opportunity to meet other students at a personal level which will include activities and entertainment to promote social interaction.
- Opportunities will be provided for students to be oriented to the skills/competencies required to use the technologies at JNPAT.
- Opportunities will be provided to assist students to resolve administrative issues such as enrolment and finances.
- All students will have health and safety induction and training at programme level relevant to the hazards in their work areas, as per Health and Safety and Wellbeing Induction and Training.
- Students will be made aware of their responsibilities when in the JNP Aviation Workplace. Students will be introduced to the Workplace Training Agreement (where applicable) and [Online Safety & Responsible Use Form](#) and any other applicable learner agreements, which are to be completed by both parties before commencing any workplace learning. ([See Offsite fieldtrips and workplace components policy](#))
- Emergency and evacuations procedures will be outlined on day one of each programme by departmental staff.

Note: New learners already employed with JNP Aviation Ltd will be still required to undergo a brief Induction with JNPAT instructor

### Referral Documents

Student Handbook

JNPAT website

### OPERATIONAL RESPONSIBILITY

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to induction and orientation for all students, to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

### REVISION HISTORY

Versions	Description of Change	Effective Date
2	Added in Brief Induction requirement for any JNP staff who enrol as JNPAT learners. As well as Workplace Agreement details to students.	19 July 2023
3	Changes again to suit all JNPAT sites.	2 July 2025

## INFORMATION TO PROSPECTIVE STUDENTS' POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

The JNPAT 'prospectus' is a list of courses and programmes including all the relevant course requirements, entry criteria and start and end dates. This information will not be in a paper version as such however it will feature on the JNPAT website for the benefit of prospective students: it is essential the information contained is current. Individual course brochures may also exist in paper and electronic form.

### PROCEDURES

JNPAT will provide a list of courses and programmes including all the relevant course requirements, entry criteria and start and end dates on the JNPAT website and regularly monitor these to ensure accuracy.

All students receive course information prior to enrolment. This information must be appropriate and accurate and include what they are expected to achieve and how they will be assessed.

Prior to enrolment students must be informed of:

- Start and end dates
- Compulsory orientation sessions
- Attendance requirements
- Course outcomes
- Overall credit value and level
- Course pre-requisites/expected prior knowledge/skills
- Credit recognition provisions (cross credits, credit transfer APL/RPL)
- Details of time and venue
- Suitable clothing
- Activities
- Any costs involved in completing the course
- Student Charter
- Assessment (re-assessment)
- Appeals
- Complaints procedures

- Information required by the Education and Training Act 2020, the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and NZQA Private Training Establishment Registration Rules

JNPAT will provide accurate, clear information on its website and in all promotional material, to inform prospective students on approved current and proposed courses delivered at the organisation. The website and material will be regularly monitored to ensure the accuracy of the information posted and will include where appropriate:

- Course specific information
- Title of course, qualification, embedded qualifications
- Level of course
- Entry criteria
- Major content areas
- Employment opportunities
- Fees
- Location
- Application dates and deadlines
- Registration and Enrolment Form

Proposed courses may be listed provided they are clearly marked “subject to final approval”. The website and all promotional material must be regularly monitored to ensure all information is timely to allow adequate planning time for prospective students.

## **STATUTORY COMPLIANCE & POLICY**

All information to prospective students must comply with requirements of the Education and Training Act 2020 and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

All pre-enrolment information must comply with relevant of the Education and Training Act, 2020 and any subsequent amendments. These compliances are listed below.

Section 346(l)(h)(i)-(iii) of the Act

NZQA must be satisfied that before accepting the enrolment of any prospective student, the PTE provides or will provide that student with a written statement of:

- the total costs and other financial commitments associated with the programme or training scheme for which the student seeks enrolment
- any material conflicts of interest of any of the governing members of the PTE
- any interests a governing member has in organisations in the education or immigration sector that provide goods and services to tertiary students.

## Section 354(a)-(c) of the Act

Every PTE must ensure that all printed and other information made available to prospective students has full details of:

- the total fees for each programme or training scheme, including fees for class or lecture materials, any NZQA external examination fees, books, special clothing, safety equipment, tools and any other items that are or may be provided to students enrolled for that programme or training scheme, and including any student association membership fees
- the class or lecture materials, books, any external examination timetables, special clothing, safety equipment, tools, and other items that are or may be required by the PTE to be bought or provided by students enrolled for each programme or training scheme.

Every PTE must, before accepting the enrolment of any prospective student, give the student a written statement of:

- the total costs and other financial commitments associated with the programme or training scheme
- the cost of fees for student services provided by the PTE, any material conflicts of interest of any of the governing members of the PTE and any interests the member has in organisations in the education or immigration sector that provide goods or services to tertiary students.

Every PTE must give prospective students a written statement of his or her entitlements under sections 357 (domestic students) if the student withdraws from a programme or training scheme. All students receive course information prior to enrolment. This information must be appropriate and accurate and include what they are expected to achieve and how they will be assessed.

JNPAT will provide accurate, clear information on its website and in all promotional material, to inform prospective students on approved current and proposed courses delivered at the organisation. The website and material will be regularly monitored to ensure the accuracy of the information posted and will include where appropriate:

JNPAT places significant emphasis on not only the information given to students, but on consistency and each student's understanding of the information. Emphasis is placed upon admission and enrolments practices that result in enrolment in the programme most suited to the student's aims, objectives and aspirations for achievement and progression.

This is intended to ensure any/all information the student has received from any source is 100% current, clear and correct and that all JNPAT's policies and procedures established and implemented for the benefit and safety of students are met and result in the outcome intended.

## OPERATIONAL RESPONSIBILITY

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to information given to all students, to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## REVISION HISTORY

Versions	Description of Change	Effective Date
----------	-----------------------	----------------

1	Delete the 'hard copy prospectus' - this information is in individual brochures and on website – and kept updated.	2 July 2025

## STUDENT CHARTER

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

See also: Student Handbook.

Please note: JNPAT will ensure currency and alignment with JNPAT policies and procedures and display in student areas and place it on the website for accessibility by all students.

JNPAT meet the following requirements through the policies and procedures embedded in this QMS.

### Outcome 1 – Learner Wellbeing and Safety Practices

JNPAT will ensure:

- strategic goals and strategic plans support the wellbeing and safety of learners;
- revisions to strategic goals and strategic plans support the wellbeing and safety of learners; and
- self-review reports on the quality of learner wellbeing and safety practices.

### Outcome 2 – Learner Voice

JNPAT will ensure the provision of:

- accessible and timely information about formal and informal processes for hearing the learner voice and to support learners and their communities to participate in decision making processes;
- clear information to the learners on how to use internal and external complaints and disputes resolution processes; and
- information on how to make a complaint to the code administrator if the learner believes that JNPAT is failing to meet the outcomes of the code.

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

JNPAT will ensure the provision of:

- information that supports understanding, acceptance, and connection with all learners, and collective responsibility for an inclusive learning environment; and
- information about the cultural, spiritual and community supports available to the learners.

### Outcome 4 – Learners are Safe and Well

JNPAT will ensure the provision of:

- information on how to access services through JNPAT the workplace and through community and public services that help the learners maintain material wellbeing and safety;
- information on how the learners can maintain a healthy lifestyle;



- information on how to access culturally responsive medical and mental services through JNPAT employers or through community and public services;
- information on how the learners can report health and safety concerns they have for themselves and their peers;
- information on how to respond to an emergency and engage with relevant government agencies; and
- information on how to make positive choices that enhance their wellbeing.

## STUDENT RIGHTS

To be treated as mature responsible individuals regardless of age, gender, culture or ethnic origin sexual orientation political or religious belief.

To have access to information and resources required to enable students to complete their studies.

To receive before enrolment, information about the course and student support, including course objectives, duration, costs and assessment procedures.

For all forms of student assessment to be valid, reliable and authentic.

To have access to accurate formative assessments and/or feedback during their course.

To have the workload for any course or courses:

- indicated prior to study;
- appropriate to the level of the course;
- comparable with workloads in other parts of the course;
- that is achievable while still meeting approval or registration requirements.

To be given in writing within the first two weeks of commencing the course, in respect of all internally assessed or examination courses the following information:

- Subject outline, objectives and assessment criteria;
- Assessment timetable, all course requirements;
- All policies and procedures relating to students, including complaints and appeal procedures.

To have assessments marked and feedback provided within a specified period as described by the academic regulations, and to have access to all assessments after marking.

To have adequate revision/study time to prepare for end of course assessments after the completion of prescribed course work.

To be free from harassment, victimisation and abuse by all members of the JNPAT community, including physical, sexual, racially or disadvantaged based harassment, cyber bullying including verbal abuse.

To have access to their personal information held by JNPAT.

To have student representation on, input into bodies which make JNPAT policy decisions affecting students. Student evaluations of courses will be analysed by the General Manager (Training) who

will invite representatives to attend teaching or allied staff team meetings to discuss any concerns or their ideas for continuous improvements related to course delivery.

To have student evaluation of course and courses including course content and delivery, and to receive feedback on actions taken by JNPAT in response to student evaluation.

To receive effective teaching from competent staff.

To be treated in a culturally sensitive and respectful manner by all members of the JNPAT community.

To have input into all rules and regulations governing the conduct of students within the JNPAT learning environment.

To have access to student support services which complement the learning experience offered by the Staff including:

- learning assistance and support services;
- website access;
- administration and digital technology advice and support;
- student amenities.

To have provided, within available resources, support for students with disabilities to enable them to fully participate in learning and social opportunities at JNPAT.

To have ownership of their work unless otherwise specified by JNPAT prior to the commencement of the work.

To lodge complaints within approved procedures without being subject to subsequent harassment or victimisation.

## **STUDENT RESPONSIBILITIES**

To act as mature, self-directing and responsible individuals.

To abide by the rules and regulations governing students conduct at JNPAT.

To afford respect and consideration for the rights and cultural differences of the JNPAT community.

To respect the environment and property on JNPAT delivery sites.

To refrain from harassment of other members of the JNPAT community, including physical or sexual harassment, racially or liability-based harassment, victimisation, cyber-bulling or verbal abuse.

To refrain from making unjustifiable allegations against other members of the JNPAT community.

To be responsible for own safety and the safety of those around you/ you are with

To comply with all JNPAT safety and regulatory requirements.

To apply all rules and requirements required for JNPAT Site Access:

- Only students who are currently enrolled on programmes at JNPAT have access to the premises.
- Throughout the duration of the course, students will be visiting one or a combination of the following: Enhanced Security Designated areas/Restricted Access Operational areas/Authorised Personnel Only areas. Access to these areas will only take place under supervision of an Instructor or Manager with the applicable authorisation. It is JNPAT 's expectation that students will not remove themselves from the said supervision & that they abide by ALL instructions and directions provided by the authorised supervising JNPAT personnel
- Access to JNPAT buildings is available half an hour prior to course start times and half an hour after the course finish time.
- For aviation sites, access will be via an ID card. This will be obtained after the Induction process on the first day of each and every student ([Orientation and Induction for Students Policy](#)).
- Visitors are not permitted in any circumstances, including during lunch and breaks, unless direct permission has been given by the Instructor or Site Manager for the visitor to be onsite. If permission is granted, your Instructor or Site Manager will explain the requirements and responsibilities of the visitor, and yourself as their host.

### **Illegal Drugs and Alcohol**

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

#### **Suspicion of illegal drug use**

A student 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 student 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 student 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 student to respond. Information about any decisions will be given orally and in writing.

### **Alcohol**

The use and/or effects of alcohol while on JNPAT premises will not be tolerated under any circumstances.

The use or possession of alcohol during programme time on site at JNPAT, 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 student to respond. Information about any decisions will be given orally and in writing.

## **OPERATIONAL RESPONSIBILITY**

The General Manager (Training) is responsible for management of the Student Charter and ensures it is current and included in the Student Handbook and discussed at orientation. All Student Rights and Responsibilities are published on the JNPAT website and prominently in the physical premises.

## **REVISION HISTORY**

Versions	Description of Change	Effective Date
3	Updated acts, induction process	31 March 2023
4	Edit for sites and review	2 July 2025

## STUDENT CONDUCT & DISCIPLINE POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

This policy defines the process to be followed when a student, has offended against the rules and regulations of JNPAT as detailed in the institution's policies and outlined in the Student Charter and information published online JNPAT website. It also sets out the rights of the student whose case is being dealt with and the appeal processes they can access.

### STATUTORY COMPLIANCE

Policy and Procedures

Ombudsmen Act 1975

<b>Smokefree</b>
Any student who is found smoking/vaping in any part of the JNPAT premises that forbids smoking/vaping will be asked to move off the premises.
<b>The use of illegal drugs and alcohol</b>
A student 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 student will be suspended from the programme while under investigation and may subsequently be dismissed, and the police may be informed.
<b>Caught in possession of illegal drugs by a staff member</b>
The police will be informed; the student 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 student to respond. Information about any decisions will be given orally and in writing.
<b>Alcohol</b>
The use and/or effects of alcohol while on JNPAT premises will not be tolerated under any circumstances.

The use or possession of alcohol during programme time on site at JNPAT, 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 student to respond. Information about any decisions will be given orally and in writing.

### **JNPAT decisions**

A student who breaks the rules and/or by their behaviour interferes with the rights of other people, such allegations should be reported to the General Manager (Training) who will then discuss the allegation with the student concerned.

At the interview to discuss the allegation/s the student has the right to be accompanied by friend(s), support person(s), Family, a student representative, or nominee of the General Manager (Training)

Either before or after the interview, the General Manager (Training) may refer the matter to the Chief Executive Officer if the General Manager (Training) feels that such action is appropriate for any reason.

The General Manager (Training) will provide the student with an oral or written decision within five working days of the interview. The General Manager (Training) may find there is no case to answer and no further action will be taken. The General Manager (Training) will enter the details, including dates in the Complaints and Discipline Register.

If the student believes this decision is unfair, they should write to the Chief Executive Officer within 7 days and indicate which part of the decision is appealed and the grounds for the appeal.

The Chief Executive Officer delegates the investigation of all students' disciplinary matters directly to the Governance Group, or a person with appropriate legal or similar experience to progress the complaint.

### **Notification**

The General Manager (Training) will advise the student in writing of the decision. A copy will be held by the General Manager (Training) for the purpose of updating the Complaints and Discipline Register.

### **Further Appeals**

If the student disagrees with a decision of the General Manager (Training) and wishes to appeal, they must do so within seven working days of receiving advice of the General Manager (Training)'s decision by writing to the Chief Executive Officer who is responsible for managing the appeal process of engaging "a Visitor" (a person with appropriate legal, or similar experience in the process of appeals). In lodging the appeal the student must indicate what the decision is; and explain the grounds for the appeal.

JNPAT may refuse to consider the matter further if it believes the matter is "trivial, vexatious or not made in good faith" or if the JNPAT considers the person making the complaint has "insufficient personal interest" in the complaint.

A Visitor will hear all appeals against discipline decisions. The Governance Group will appoint persons to be Visitors who have sufficient legal experience to hear appeals or are otherwise suitably qualified.

Within three working days of receiving the Visitor's decision, the Chief Executive Officer will advise the student in writing of the decision.

If the student is dissatisfied with the Visitor's decision and wishes to appeal, then they may take legal action or make a complaint to the Commerce Commission, The Privacy Commission, NZQA, or the Ombudsman. Under the section 13(1) of the Ombudsman Act 1975, if the student has exhausted their attempts to resolve the complaint internally, the Ombudsman has the ability to investigate the complaint.

### **Signing Off**

The Chief Executive Officer will sign off the actions in the Complaints and Discipline Register once the matter is concluded.

### **Reporting**

Using the information in the Complaints Register, the Chief Executive Officer shall prepare annually a summary report of the previous year's complaints. Copies are to be sent to the Chief Executive Officer and JNPAT Governance Group.

### **Referral Documents**

Students Rights and Responsibilities (as published on JNPAT website /Student Charter).

Smoke-free rules

## **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to student discipline for all students, to ensure the requirements of the Education and Training Act, in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## **REVISION HISTORY**

Versions	Description of Change	Effective Date
3	Updated acts	31 March 2023
3	Review only	2 July 2025

## HEALTH & WELLBEING AT JNPAT POLICY & PROCESSES

Chief Executive Officer Approval	Effective Date: July 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### Purpose

JNPAT aims to have a positive and healthy work culture. To achieve that our workplace policies, practices, and environments are designed with staff and learner wellbeing in mind. This policy applies to all employees at JNPAT, all learners at JNPAT and to anyone who comes into the JNPAT workplace.

### Who this applies to:

- Staff include all people employed by JNPAT.
- Contractors include all people engaged as Independent Contractors by JNPAT.
- Visitors include a member of the public who is appropriately accessing our workplace
- All learners at JNPAT - both in the workplace and full-time learners

### STATUTORY COMPLIANCE

Crimes Act 1961

The Harmful Digital Communications Act 2015 (HDCA)

The Employment Relations Act 2000 (ERA)

The Health and Safety at Work Act 2015 (HSWA)

Harassment Act 1997 (HA)

Crimes Act 1961

### Mental wellbeing

JNPAT has a role in promoting, protecting, and supporting JNPAT employees' and learners' mental wellbeing. JNPAT recognises the experience of mental distress is common and that anyone can be affected at any stage of their lives. JNPAT are committed to supporting any learners or employees experiencing mental distress.

If a staff member or learner is experiencing distress, JNPAT will do much as practicable to help that person to stay at work/study and/or support their return to JNPAT when they are ready. Any health conditions or disabilities will be treated in confidence. JNPAT will never share any information about any person unless it has been agreed and only to ensure the wellbeing and safety and that of those around the person.

As an employer, JNPAT will do the following:



- Encourage a culture of openness – all staff can speak up about any concerns at any time and know will be heard.
- Make sure all staff and learners feel supported to seek help for any issues or distress, including using JNPATs conflict resolution processes.
- Ensure all staff and learners understand what is expected of them at JNPAT – in work/learning tasks and acceptable behaviour.
- Check in with all staff/learners at agreed times to ensure workloads are manageable, and to discuss any issues.
- Offer flexible work/learning practices wherever possible and/or legally required.
- Support opportunities for staff professional skills development and growth.
- Employ and promote every staff member /learners based on abilities, rather than any perceived disabilities.
- Not tolerate bullying, harassment, or discriminatory behaviour.

#### **JNPAT staff/learners:**

Our expectations of you

Staff/learners can protect their own mental wellbeing at JNPAT. As a JNPAT contractor, employee or learner, we expect you to:

- Treat everyone with respect and civility
- Speak up if you need help or support
- Speak up about any bullying, harassment, or discriminatory behaviour you notice happening at JNPAT
- Take your own steps to stay mentally healthy at work (eg taking rest breaks, speaking up if stressed)
- Support workmates/classmates to speak up if they need help for anything affecting their mental health
- Access support if you need it – see the Help finding support section in this policy
- Ask about options (eg flexible working/study arrangements, special leave) if you feel you need time away from JNPAT to manage your mental health.

#### **JNPAT the Employer/tertiary provider**

To maintain a mentally healthy workplace we will:

- Consult with all staff/ learners about what workplace wellbeing means to you, and what initiatives you might like
- Consult with all learners regarding what wellbeing means in your learning space
- Provide contact details for support services you can access easily and discreetly.
- Encourage you to take breaks, both to rest and to connect with others.
- Regularly support mental health and wellbeing initiatives, such as Mental Health Awareness Week

- Organise occasions for you to connect with other other employees / whānau / community support at and away from work.
- Encourage you to get outside during breaks, which is good for your physical and mental wellbeing.

### **Harassment (sexual or racial), bullying, gaslighting or intimidation**

No form of harassment (sexual or racial), bullying, gaslighting or intimidation of any kind will be tolerated by JNPAT. A formal investigation will be commenced upon a complaint being received and that investigation will result in disciplinary action being taken if allegations of harassment, intimidation or bullying are substantiated (JNPAT staff see Employee Handbook)

### **Open and honest JNPAT culture**

Our staff, managers and CEO will be prepared to recognise and respond to employees and learners who need support in our workplace for whatever is causing distress. It is their duty to provide an open and honest and supportive workplace and to provide internal and external 'people and places of support'.

JNPAT will also share resources openly in the Office settings, website and speak openly about health and wellbeing subjects. If you feel you would like information on a particular issue, please ask the General Manager.

If you see or hear bullying, harassment or discrimination happening to someone at JNPAT, you should report it. You can check with the person the behaviour was directed at, or with other people who were there, if necessary, to make sure you heard or saw correctly.

### **Other support and ways of reporting:**

Phone: 0800 4 YOUR RIGHTS (0800 496 877)

Email: [infoline@hrc.co.nz](mailto:infoline@hrc.co.nz)

Visit the Human Rights Commission website.

<https://tikatangata.org.nz/resources-and-support/make-a-complaint>

Additional support:

- Talking to your team for advice and support
- Going to see your doctor or another health professional
- Calling or texting 1737 to talk to a trained counsellor. This service is completely free and available 24/7.
- Calling 111 if there is an immediate crisis.
- Ask at your local pharmacy.

### **Breaches**

These policies reflect 'the way we do things around here'.

Depending on the seriousness of the breach, if you are found to have breached these policies we will:

- Talk with you to make sure you know the terms of the policy you have breached, including what appropriate support we can offer (such as counselling, quit smoking support)
- Make sure you know the required behaviour expected from now on
- Take disciplinary action if necessary.

## **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to a positive and healthy work culture, to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

## **REVISION HISTORY**

Versions	Description of Change	Effective Date
3	Separating out Smoking, drugs, and alcohol from wellbeing policy	March 2023
4	Updated policy from Worksafe	15 May 2024
4	Review only	2 July 2025

## PROTECTION OF VULNERABLE YOUNG PERSONS POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### Note:

A child is someone under the age of 14 years and a young person is someone aged 14 years and over, but under 17 years who is not or has never been married or in a civil union (section 2, The Children, Young Person and Their Families Act 1989

[CYP&F Act]).

JNPAT recognises its responsibilities for a safe environment, free from physical, emotional, verbal or sexual abuse, and to support families to protect their children. Promoting a safe environment includes safety checking of JNPAT employees, contractors and volunteers.

### PURPOSE

The safety and wellbeing of all students at JNPAT is our top priority. This policy outlines the JNPAT commitment to the protection of young persons and recognises the important role and responsibilities of all staff.

### STATUTORY COMPLIANCE

The Children, Young Person and Their Families Act 1989

JNPAT will comply in full, with any legislation current in force or that may be developed to ensure the safety of students and employees.

All staff members will be made aware of this policy in respect of the Act at induction and will be expected to remain aware of this policy and its associated procedures and to abide by them.

### RESPONSIBILITY

Any person at JNPAT (staff or student) who believes that any young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually) ill-treated, abused, neglected, or deprived must follow JNPAT procedures and may also report the matter to the Chief Executive Officer, the JNPAT Governance Group, a social worker or the police.

Although ultimate accountability sits with the JNPAT Governance Group, the Governance Group delegates responsibility to the General Manager (Training) to ensure that all relevant and appropriate safety procedures are implemented and available to all staff, contractors, and volunteers. Therefore, the General Manager (Training) must:

- Develop appropriate procedures to meet requirements for the safety of young persons as required and appropriate to JNPAT.
- Comply with relevant legislative requirements and responsibilities.

- Make this policy available on the JNPAT website or available on request.
- Ensure that every contract, or funding arrangement, that the department enters into requires the adoption of protection policies where required.
- Ensure the interests and protection of the child or young person are paramount in all circumstances.
- Recognise the rights of family/family to participate in the decision-making about their children.
- Ensure that all staff are able to identify the signs and symptoms of potential abuse and neglect, deal with disclosures and allegations against staff members and are able to take appropriate action in response.
- Support all staff to work in accordance with this policy, to work with partner agencies and organisations to ensure child and young person protection policies are understood and implemented.
- Promote a culture where staff feel confident, they can constructively challenge poor practice or raise issues of concern without fear of reprisal.
- Consult, discuss and share relevant information, in line with our commitment to confidentiality and information sharing protocols, in a timely way regarding any concerns about an individual with the Governance Group or designated person.
- Seek advice as necessary from advisors on employment matters and relevant agencies where safety issues concerning a child or young person arise.
- Make available professional development, resources and/or advice to ensure all staff can carry out their role in terms of this policy.

**Note:**

- The requirement upon employment or contract of all JNP Aviation Training and JNP Aviation staff and contractors MUST complete a Ministry of Justice (MoJ) check – otherwise known as part of ‘on-boarding’ with both JNP Aviation and JNP Aviation Training. This is updated every 3 years and is a requirement of CAA and working within in an aviation environment.
- For JNPAT staff and contractors, the process occurs through industry partner/parent company JNP Aviation HR. For Airport Operations – such as emergency services, or aero clubs for example, CAA requires the same process. When the staff member or contractor holds an Airport Identity Card (AIC), or an aviation licence (such as Tauranga Aero-club instructors); these documents are proof of a completed Airport Safety Induction AND an approved MoJ check.
- Note: MoJ check is the minimum check. Police Vetting through NZ Police is a process for JNPAT to begin if they no longer benefit from JNP Aviation HR processes

## OPERATIONAL RESPONSIBILITY

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to the protection of vulnerable young persons to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## REVISION HISTORY

Versions	Description of Change	Effective Date
----------	-----------------------	----------------

2	Added MoJ process into policy	30 April 2024
3	Added note re Police vetting	2 July 2025

## STUDENT COMPLAINTS/GRIEVANCES POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

JNPAT has a strong commitment to ensuring that student concerns/complaints are resolved quickly and at the lowest possible level, and in accordance with principles of natural justice.

Consistent with its student-centred approach and focus on quality JNPAT in investigating and addressing concerns/complaints will not discriminate on the grounds of gender, gender identity, race, ethnicity, sexual orientation, marital status, age, disability, religious or ethical beliefs, or political opinions.

### STATUTORY COMPLIANCE AND NATIONAL GUIDELINES

Ombudsmen Act 1975 (<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> )

NZQA rules and guidelines ([www.nzqa.govt.nz](http://www.nzqa.govt.nz))

### POLICY

The Chief Executive Officer delegates the investigation of all student concerns/complaints directly to the General Manager (Training)).

This policy excludes matters that are covered by other JNPAT policies, in particular Academic Appeal Process for Students, Student Discipline(including complaints made by staff about students), and harassment and bullying prevention and management procedures.

Complaints made by students about the performance or conduct of a staff member are logged by the General Manager (Training) but are investigated by the Chief Executive Officer. The NZQA website describes the process for resolution of student complaints and this process must be accessed and followed by JNPAT as appropriate.

NB: Complaints made by staff about staff are handled by the General Manager (Training) according to standard management procedures (See Employee Handbook)

JNPAT reserves the right not to act related to anonymous complaints based on hearsay, or if the complainant does not provide sufficient information, or the complaint is raised more than 90 calendar days after the alleged incident/ problem.

The rights of both the complainant and the respondent are protected by confidentiality with information and details related to the concern/complaint treated on a 'need to know' basis in all cases.

All parties will be treated fairly, and have the right to representation, advice, advocacy, and support through all stages of the complaint process. Students may access support through an external party or family.

All complaints are treated seriously and with due consideration. They will be handled as quickly as possible and according to the most appropriate procedure to ensure academic progress is not impeded. Refer to NZQA process <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

Where possible the concern/complaint should initially be raised and (hopefully) resolved by the person(s) directly involved (i.e. fellow student, Lead Instructor) as soon as possible after the incident or situation has occurred.

Where a resolution at this level is not possible, or the complainant, and/or respondent, is unable to identify the appropriate person to contact, or lacks the confidence to do so, he/she may contact the General Manager (Training) directly or via a JNPAT student representative.

The General Manager (Training) will acknowledge receipt of the concern/complaint. The problem/complaint will be numbered and recorded in the Complaints Register and a meeting with the complainant will be arranged to discuss the concern/complaint and advise the processes involved in resolution and the timelines involved.

<https://www.studycomplaints.org.nz/>

will be used to ensure the correct process is carried out.

JNPAT will take preventative action where possible to ensure that actions are taken and process improvements made as necessary to prevent concerns/ complaints of the same type reoccurring.

### **Reconsideration**

If the complainant believes the decision is unfair they may write to the Chief Executive Officer within seven (7) working days of receiving advice of the decision to request a reconsideration of the concern/complaint and outline the reasons for reconsideration.

If necessary, the Chief Executive Officer may ask all parties for additional information or another meeting to further investigate the concern/complaint.

If the complainant is dissatisfied with the decision they can contact NZQA via their website <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

### **Reporting**

The General Manager (Training) will sign off the actions in the Notification, Complaints, Discipline and Appeals Register once the matter is concluded.

Preventative actions and opportunities for improvement identified because of complaints and their resolution are implemented and monitored by the General Manager (Training) for effectiveness.

### **Referral Documents**

Student Conduct and Discipline Policy

Academic Appeal processes

NZQA Flowchart: Resolution of Student Complaints (available on NZQA website).

### **OPERATIONAL RESPONSIBILITY**



The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT’s performance in matters related to resolution of student complaints, to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

**REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Updated complaints links as per handbook	2 July 2025

## HEALTH & SAFETY COMMITMENTS & RESPONSIBILITIES POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

This policy outlines Health and Safety responsibilities for staff, managers, students and contractors at JNPAT to ensure that its workplaces are safe and healthy and that all staff, contractors, students and visitors are not harmed. In addition, best practice guidelines and ACC expectations for workplace safety management programmes seek a statement of commitment, such as this policy, regarding the management of safety and health at JNPAT.

### COMPLIANCE

Health and Safety at Work Act 2015, all subsequent amendments and associated regulations

Fire Safety and Evacuation of Buildings Regulations 2006, all subsequent amendments and associated regulations

Hazardous Substances and New Organisms Act 1996, all subsequent amendments and associated regulations

The Smoke Free Environment Act 1990, all subsequent amendments and associated regulations

Human Rights Act 1993 and all subsequent amendments

Accident Compensation Act 2001 and all subsequent amendments

ACC Thinksafe How to Implement Safer Workplace Practices, A Guide to Workplace Health and Safety AS/NZ 4801:2001

Education and Training Act 2020

Education Code of Practice 2021

### POLICY

JNPAT is committed to the provision of a safe and healthy work and learning environments for all employees, students, contractors and visitors, and will provide appropriate resources to assist in achieving this.

In meeting this commitment the Senior Management and the Chief Executive Officer provide governance and leadership to ensure that:

- resources are made available
- health and safety objectives and performance criteria for all managers and work areas are met
- appropriate best practice policies and procedures are implemented and reviewed every two years
- our obligations under legislation, regulations, codes of practice, standards or industry guidelines are met

- responsibility is given to managers, supervisors of staff and students, and others in positions of responsibility to manage health and safety in their areas.

All Staff will share in the commitment to health and safety and wellbeing and meet their responsibilities under the Health and Safety at Work Act. Individuals will:

- support the achievement of a healthy and safe work and learning environment
- be familiar with the department hazard register (see template to follow)
- be pro-active in identifying and managing new and existing hazards
- promptly report unsafe conditions or equipment
- always practise safe work methods, use safety equipment and personal protective equipment as appropriate
- ensure that any action or inaction of theirs does not cause harm to themselves or other persons
- immediately report incidents, accidents and occupational illness - these will be investigated with a focus on identification of hazards and prevention
- be familiar with emergency procedures
- ensure safe escape routes are unobstructed.
- complete all necessary safety training and refresher training in a timely manner

In addition, JNPAT will:

- ensure that they have up-to-date knowledge of health and safety, including related JNPAT policies and procedures and relevant industry updates
- promote a system of continuous improvement in health and safety
- promote and model best practice in health and safety to staff, students and others
- identify existing and new hazards (including in new programmes, equipment, plant or research) and take all reasonably practicable steps to eliminate hazards when they occur, or minimise the risk associated with hazards as far as reasonably practicable.
- ensure an up-to-date hazard register (see template to follow) is maintained and communicated to staff and students on a minimum of an annual basis
- ensure safe escape routes are unobstructed
- ensure a departmental health and safety audit is completed annually which includes a review of the department's health and safety systems and a physical audit of the work areas
- insist on safe operating procedures and use of safe equipment at all times
- provide effective training and supervision for staff and students as appropriate
- support injured and disabled staff to return to work safely as early as possible.

Students will:

- undergo a health and safety and wellbeing induction before commencement of course; therefore, on the student's first day.
- be responsible for adhering to health and safety procedures defined in the JNPAT as a whole and those specific to their own learning areas

- be proactive and report hazards promptly to their instructor
- report incidents, accidents and occupational illness promptly to their instructor
- be familiar with emergency procedures
- ensure safe escape routes are unobstructed
- complete all necessary safety training and refresher training in a timely manner
- in regard to JNPAT site access:

When onsite at JNPAT or any of JNPATs permanent or temporary delivery sites, students will be visiting one or a combination of the following: Enhanced Security Designated areas/Restricted Access Operational areas/Authorised Personnel Only areas. Access to these areas will only take place under supervision of an instructor or Manager with the applicable authorisation. It is JNPAT 's expectation that students will not remove themselves from the said supervision and will abide by ALL instructions and directions provided by the authorised supervising JNPAT personnel.

## **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to the organisation's commitment to health and safety, and to ensure the requirements of the Education and Training Act and statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## **REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Updated Acts, policy & responsibilities with H&S Mgr, Mark Cleghorn	16.06.21
3	Updated acts	31 March 2023
3	Reviewed	2 July 2025

Example register template

HAZARD REGISTER LOCATION: _____							
Hazard Description	Potential Outcome	Raw Risk Level	CONTROL	Residual Risk Level	Eliminate/ Minimise	Business Unit	Review Frequencies
Workstations	Sprain/ Strain Eye Strain Stiffness	Low	<ul style="list-style-type: none"> <li>Ensure furniture is ergonomically suitable</li> <li>Make sure you look away from screen for a visual break.</li> <li>Take micro breaks, get up and move regularly, shake hands/arms</li> <li>Environment should be suitable, natural light or non-glare lighting that doesn't flicker, temperature should be controllable.</li> <li>Workstation should have no obstructions under workstation, fully adjustable chair and</li> <li>Computer Display Screen; keyboard should have wrist rest if wrists are not able to lay flat. Workstation should be free of clutter and easy reach of the telephone and printer to prevent over stretching, minimise twisting</li> </ul>	Low	M	ALL	Yearly
Long Hours/Shift Work.	Fatigue Strains Illness	Medium	<ul style="list-style-type: none"> <li>Staff to take adequate tea breaks</li> <li>Staff to manage their sleep, advised to eat well, keep hydrated and fit.</li> <li>Rostering to ensure shifts are managed to minimise fatigue.</li> <li>Rotate duties during shift</li> </ul>	Low	M	ALL	Yearly
Contractor Management	Unauthorised Work Unaware Contractors	Medium	<ul style="list-style-type: none"> <li>Ensure all contractors are contractor inducted</li> <li>Ensure all contractors are site inducted</li> <li>Report any incidents/near misses regarding external contractors</li> <li>Communicate with third party contractors</li> </ul>	Low	M	ALL	Yearly

Emergencies - Fire, Earthquake, Bomb Threat, Accident	Physical Injury	Medium	<ul style="list-style-type: none"> <li>• Ensure Emergency plans are up to date and staff are familiar with procedures.</li> <li>• Display evacuation, floor and assembly point plans. (on H&amp;S notice board)</li> <li>• Fire Warden responsible for evacuation of Area identified are trained.</li> <li>• First Aider requirements identified and trained.</li> <li>• First Aid kit is checked and restocked according to list of supplies.</li> <li>• Emergency Services phone numbers displayed on H&amp;S notice boards</li> </ul>	Low	M	ALL	Yearly
Use of Electrical cables/Plugs	Electric shock	Low	<ul style="list-style-type: none"> <li>• Use one plug per power point.</li> <li>• Multi boxes have overload trip switches.</li> <li>• Electrical appliances / cords certified by electrician.</li> </ul>	Low	M	ALL	Yearly
Manual Handling	Sprain/Strain	Medium	<ul style="list-style-type: none"> <li>• Induction training,</li> <li>• Ask for Assistance</li> </ul>	Low	M	ALL	Yearly
Storage of Items	Strains Impact from objects falling from height	Medium	<ul style="list-style-type: none"> <li>• Store heavy items low and lightweight items high on storage shelves</li> <li>• Ensure all items are secure and stable on shelves</li> <li>• Do not over-reach when accessing items (Use appropriate devices to reach)</li> <li>• Ensure all shelving units are certified for the weight of items being stored</li> </ul>	Low	M	ALL	Yearly

## CRITICAL INCIDENT & EMERGENCY POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### **PURPOSE**

JNPAT has a duty of care to staff, students and others in the JNPAT work environment to always ensure their safety.

The purpose of this policy is to mitigate risk to JNPAT staff, students, contractors and visitors regarding critical incidents.

Raising awareness of these events and communicating information on safe practices ensures that JNPAT's responses to critical incidents and emergencies are well managed and effective.

### **STATUTORY COMPLIANCES**

Health and Safety at Work Act 2015 and all associated Regulations and Amendments including Hazardous Substance (Dec 2017)

Fire and Emergency New Zealand Act 2017, and all subsequent amendments

Fire Safety and Evacuation of Buildings Regulations, 2006

New Zealand Building Code – Compliance document for NZ Building codes, and fire safety

Civil Defence Emergency Management Act 2002, and all subsequent amendments

Biosecurity Act 1993, and all subsequent amendments

Defence Act 1990, and all subsequent amendments

Epidemic Preparedness Act 2006 (COVID -19 see Section 5), and all subsequent amendments

Health Act 1956 and all associated Regulations and Amendments including Health (Infections and Notifiable Diseases) Regulations 2016

Local Government Act 2002, and all subsequent amendments

Maritime Transport Act 1994, and all subsequent amendments

Policing Act 2008 and all subsequent amendments

Resource Management Act 1991, and all subsequent amendments

Terrorism Suppression Act 2002, and all subsequent amendments

Education and Training Act 2020 (also see Section 25 Directions related to COVID-19)

Education Code of Practice 2021

Civil Defence: In the event of a declared emergency (such as tsunami, earthquake, other) Civil Defence guidance will come from Local Authorities.

Legislation and Lead Agencies: In incidents involving multi agencies one agency takes the lead role. Authority for control on an incident is pre-determined by the following:

- Statute
- Agency protocols
- Agreements between agencies
- Standard Operating Procedures

## Definitions

*Critical Incident* is an unplanned or unforeseen traumatic event which has an impact on the institution, its staff, its students and the wider community. Examples of critical incidents and emergencies are, but not limited to fire, chemical spill, gas leak, flood, pandemic, and an act of terrorism, threat to safety of staff, students and the wider community.

*Emergency* is an event, or series of events, that can cause death or significant injuries to staff, students, or the public; or that can suspend business, disrupt operations, create significant physical or environmental damage, or that can threaten the JNPAT's financial standing or public image.

*Epidemic/Pandemic*: Country wide or worldwide spread of disease; widespread occurrence of infectious disease which may be spread quickly too many people.

*Student-Centred event*: is an event involving one or more students, which may involve sudden illness (potential for pandemic response), sudden illness causing death, self-harm incident, accident-causing serious injury or accident-causing death. This can be course related or outside of teaching time.

## POLICY

A Critical Incident or Emergency is declared by the Chief Executive Officer or delegate when it is deemed that an emergency cannot be managed by day-to-day operational management. The emergency plan (dependent on situation) is activated at this point and continues throughout the period of the emergency.

It is the responsibility of all staff and students to be thoroughly conversant with evacuation arrangements concerning buildings and areas in which they work.

Staff must outline the critical incident and emergency procedures to students and visitors at the beginning of any programme (as in first day Induction), course or meeting.

## Training

All JNPAT staff are encouraged to be conversant with this policy. Familiarisation will form part of staff induction.

Selected JNPAT staff will be trained to the Comprehensive First Aid.

All JNPAT staff will be prepared to be emergency wardens, to direct people in an emergency when onsite.

## Levels of Incident/Emergency and Notification Criteria

All incidents/accidents are notified to the General Manager (Training) who, depending on the seriousness of the incident/accident, and after discussion with the Chief Executive Officer or delegate, will escalate according to the notification and escalation table (see below)



Subsequent response activities will vary depending on the nature of the event. Among the key factors for the Chief Executive Officer, or delegate, to consider in making the decision to activate any emergency management plan are:

- whether life and/or property are at risk;
- a large area is affected (entire campus/city/region);
- there are emergency services are involved;
- the emergency is longer term (longer than one day);
- it is a serious health incident which could cause major disruption to JNPAT teaching and services;
- where emergency declaration is made by local government authorities.

The principle of 'prudent over-reaction and rapid de-escalation' applies when making the decision to declare a Critical Incident or Emergency. It is easier and usually more effective to scale down an over-reaction than it is to escalate an under-reaction.

When a Critical Incident or Emergency is declared, the appropriate plan with associated communications are activated.

The Chief Executive Officer, or delegate, has the ultimate responsibility and authority for declaring a Critical Incident or Emergency and making key executive decisions such as those pertaining to:

- closure of part or all of the training premises;
- evacuation of non-essential personnel;
- suspension of business activity; and
- business continuity.

Notification and escalation table

Level No.	Event	Notification - immediate to:	Escalation – General Manager (Training) Training will notify
1	Where individuals are involved, dependent on incident Worksafe Notifiable Event Damage that results in minimal business loss Minimal cost is incurred Where the reputation of JNPAT may be at risk Negligible environmental Impact No serious breach of legislation Financial loss <\$5000	Chief Executive Officer or member of Senior management team	Lead Instructor  Governance Group – where JNPAT reputation is at risk.
2	Where more than one person is involved Where an incident could have caused multiple injuries Plant or property damaged Minor costs incurred Where the reputation of JNPAT Long term or significant environmental impact	Chief Executive Officer or named delegate	Senior management team Governance Group

	Breach of legislation Financial loss \$5000 - \$0.5 million		
3	Death Multiple people injured Worksafe notifiable event Significant structural or environmental damage Significant financial loss Possible permanent closure of the business site Significant business interruption Significant costs incurred Where the reputation of JNPAT is at risk Highly significant long term environmental impact Legislative breach causing cease of operation Financial loss - >\$0.5 million	Chief Executive Officer or named delegate	Chief Executive Officer or delegate  Governance Group immediately

\*In all cases where a named person is not available their delegate will act in their place.

The Chief Executive Officer or GM will take appropriate steps to ensure information is quickly broadcast to staff and students.

#### **Post incident review and improvement.**

The appropriate procedures will be reviewed and updated as required at the conclusion of each such incident and by the persons involved in the management of that incident.

Reporting: The Governance Group will be notified of all activated incidents through Health and Safety and Incident reporting mechanisms (Online Forms on Sharepoint).

#### **Referral Documents**

For procedures relevant to each incident/emergency are documented as Standard Operating Procedures (SOP's).

Specific Incident or Emergency description and action plans – refer to printed instructions at entrances and exits to staff/student/Service Areas.

More information can be found at the Ministry of Civil Defence and Emergency Management website: [www.mcdem.govt.nz](http://www.mcdem.govt.nz) or the New Zealand Society for Earthquake Engineering: [www.nzsee.org.nz](http://www.nzsee.org.nz)

#### **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to the critical incidents and management of emergencies related to all appropriate occurrences, to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

#### **REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Updated Acts, escalation table, responsibilities with H&S Mgr, Mark Cleghorn	16.06.21
3	Updated acts	31 March 2023
4	Reviewed	2 July 2025

## ASSESSMENT POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

See also:

Moderation Policy and Procedures

RPL Policy

Academic Regulations

Academic Integrity Policy

Impaired Performance/Aegrotat Policy

Academic Appeals Process [Policy]

Student Complaints/Grievances Policy

<https://www2.nzqa.govt.nz/tertiary/assessment-and-moderation-of-standards/>

### PURPOSE

This policy shall ensure that assessment at JNPAT is planned, fair, valid, reliable and consistent.

### POLICY

- Assessment (including moderation and the resultant feedback to students and staff) at JNPAT shall be an integral part of learning that will be used as a tool to guide students in the acquisition of knowledge and skills.
- The assessment process shall be transparent to everyone concerned and will ensure that all assessments are planned, fair, valid, reliable and consistent.
- Remark and resubmission of assessment opportunities will be provided in accordance with the JNPAT academic regulations and detailed in all course documentation.
- Moderation of assessment is a quality assurance process to ensure fair, valid, reliable and consistent assessment decisions are made. Internal moderation of assessments will be undertaken across all JNPAT assessed courses to ensure that assessments are fair, valid, reliable and consistent. Moderation of unit standards will be in accordance with the relevant CMR.
- To ensure the validity of assessments, external moderation of assessments, assessment methods, standards and techniques will be undertaken by a moderator who is not an employee of JNPAT. The moderator's feedback shall be considered to improve all assessments.

#### **Assessment of unit standards will be in accordance with the relevant CMR.**

JNPAT assessors and verifiers undertaking verification or assessment will have appropriate experience and skill to verify performance. The General Manager Training will ensure that only JNPAT instructors and assessors with applicable and appropriate industry experience and training will assess students to meet all programme related:

- CAA regulations.
- CMR Criteria; those specifically related to assessment can be found in Criterion: Staff Selection, Appraisal and Development, including Industry specific criterion
- JNPAT will ensure that staff have relevant experience, and that teaching staff are qualified in workplace assessment. In addition, all off-site practical work-based training is delivered under the approval of an approved instructor and assessed by approved instructor only.

## **APPLICATION**

This policy has application in respect of all summative assessments (both theory and practical) and relates to:

- Assessment design and administration.
- Pre and post-moderation.
- Feedback given to students.
- Administration of re-sits.
- Reconsideration of assessments.

## **RESPONSIBILITIES**

The General Manager (Training) is responsible for ensuring that:

- Moderation of assessments occurs in accordance with the moderation policy and is reported to the relevant results committee and/or senior management team.
- Internal moderation and external moderation occur in accordance with the moderation policy and those issues arising from such moderation are addressed.
- Timely advice and guidance are provided to academic staff on assessment (and moderation) issues and that JNPAT strives for excellence.
- 

## **PROCEDURES**

Teaching staff assigned to the course (in consultation with the Lead Instructor and the General Manager (Training), or delegate, have responsibility for the provision of the assessment, for its administration and marking, for arranging and documenting internal moderation, for making any recommended changes. The staff member assigned to the course ensures the assessment tool, its administration and the marking of the resultant evidence are consistent. This includes ensuring that appropriate moderation occurs (see Moderation Policy).

The General Manager (Training), or delegate is responsible for assessment information going to students and that:

- Moderation ensuring the assessment tool is appropriate for the assessment task is carried out;
- Students are given information relating to the assessment in accordance with the academic regulations;
- Students are given feedback on assessments in accordance with this procedure.
- Students are given information about opportunities for re-sits and reconsideration of assessment.

- Assessments shall be prepared well in advance of delivery to allow time for them to be pre-moderated.

### **Achievement-based assessments**

Students shall be provided with the following information:

- Course title.
- Weighting of the assessment.
- A clear indication of total marks available and the mark allocation for each question (task) and each component of the question where this is appropriate.
- Competency-based assessments
- Students shall be provided with the following information:
  - Unit standard title, number and version, or the course title.
  - The evidence required to be gathered.
  - A statement indicating whether successful completion of this assessment will/will not meet all the requirements for a pass in the unit standard or assessment event.
- All assessment information

The student shall be given a copy of the assessment information on their LMS (Learning Management System) at course commencement. The nature of the assessment (practical demonstration, test, assignment, e-portfolio, presentation, examination) and weighting, probable date and time of the assessments should be included. Assessment outside timetabled hours should not disadvantage any student.

### **Administration of assessments**

The administration of assessments shall be consistent across all courses and sites where the same assessment is used. Where the assessment is in the form of an examination, the stated academic regulations shall be adhered to.

### **Group assessments**

Submission of an assignment demonstrating ability to work in a co-operative manner and to assess content.

If all the students in the group are to receive the same result for that assessment, JNPAT and the teaching staff responsible will ensure that:

- Detailed guidelines, including the weighting given to students' assessments of each other's contributions are provided both in the assessment task given to students prior to the assessment and in the assessment schedules.
- Records of all assessment are retained until there is no possibility of an appeal.

### **Submission of assessments**

Processes will be in place to maintain the security of submitted assessments to ensure that no candidate can view assessments submitted by others.

A software application may be used to determine whether students are in breach of the honesty in assessment requirements of JNPAT. Students will be informed of the use of such and will have the opportunity to check their submission with the software prior to submission.

### **Return of assessments**

The timeframe for staff to mark and return work will be no more than 15 working days from the final date for submission of the assessment, unless otherwise specified by the JNPAT.

Assessed work is the property of the student: the student will be able to keep marked assessments (if requested) when results are returned.

### **Privacy**

The privacy of all students shall be maintained. There will be a secure method for returning assessments to ensure that no candidate can view an assessment or mark/grade without the permission of the candidate who submitted the assessment. If a set of class results is published all candidates' privacy will be ensured by publishing the results without identification.

### **Feedback**

Feedback shall be constructive, specific, and timely. It should focus on the key strengths and on how the work could be improved. This feedback will be designed to assist students to focus on continuous improvement.

### **Remark and resubmission provisions, reconsideration of assessments and appeals.**

Procedures on remark and resubmission of assessments and academic appeals will be consistent with JNPAT's relevant policies and procedures and detailed in the course handbook, and programme and academic regulations.

Students are expected to make a reasonable attempt at assessments at the first opportunity.

Note: students who are prevented by exceptional circumstances from attempting an assessment on the set date may, on production of a medical certificate or other appropriate verifiable documentation, make a request to take the assessment at a later date.

Teaching staff will remind students of possible constraints on re-sit opportunities in a timely manner prior to the assessment.

Re-sits shall be confined to the current academic year unless approved by the General Manager (Training), or delegate (Lead Instructor).

### **Competency-based assessments:**

In general, students will have the opportunity to re-sit competency-based assessments once, unless otherwise stated in the curriculum. There may be situations where a re-sit is not possible, (for example at an event), in these circumstances, the re-sit will be open to negotiation on an individual basis.

### **Achievement-based assessments:**

Courses that are achievement-based may provide reassessments/re-sit opportunities. These conditions shall be clearly stated in information given to students and in the course curriculum.

### **Reconsideration of assessments and appeals**

Students have the right to a reconsideration of assessment or appeal if they believe an assessment has been incorrectly graded. The request for reconsideration must be made in writing to the Lead Instructor. Students must be informed that as a result of the reconsideration of assessment their grade may be unchanged, raised or lowered.

### **Late submissions**

The conditions under which late submission may be accepted shall be clearly stated in all information going to students, for example the student handbook and course documents.

No late submission of assessment tasks may be accepted for assessment after marked assessments have been returned to students, unless it can be demonstrated that there will be no advantage to the student who has submitted the late assessment or disadvantage to students who have submitted the work on time.



### **Recording and reporting of results**

Results would only be reported after:

- evidence of assessment has been provided and
- the assessment decision had been validated; and all 'paperwork' is complete.

Results will normally be entered through a registry approved process by teaching staff assigned to the course and verified by another academic staff member prior to loading onto the JNPAT Student Management System.

JNPAT will accurately report credits for learners within 3 months of assessment.

### **Final assessment results**

Results of all assessments shall be recorded in a manner that ensures compliance with the Education and Training Act 2020, Section 452.

Each institution shall keep records that the progress of each student at the institution (including the principal results achieved by the student) in his or her course of study or training. These records must be electronic and kept in perpetuity. PTEs must keep all student assessment materials generated from education or training in which students are enrolled, or full copies of them, for at least 12 months from the date of completion of that education or training (for the avoidance of doubt, this includes assessment materials of education or training provided by sub-contractors of the PTE).

The SMS will be managed by the JNPAT Administrator, who holds the responsibility for data entry, data analysis and data reporting for monthly management reports. Instructors will provide administrator with a completed spreadsheet of unit standard results and the end of every Course. All student results will be entered, and single data return (SDR) submissions will be timely and accurate. Credit achievement will be reported to NZQA and the student within three months of assessment.

### **Action following dishonesty during assessments**

Any dishonesty during assessment will be dealt with as outlined in relevant JNPAT policy regarding assessment information to students and in consultation with the General Manager (Training) and the Chief Executive Officer.

## **OPERATIONAL RESPONSIBILITY**

The General Manager (Training) has responsibility for day-to day compliance and annual review that evaluates JNPAT's performance in matters of academic integrity, to ensure that they meet the requirements of the Education and Training Act and all statutory and legislative obligations, national and NZQA guidelines.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## **REVISION HISTORY**

Versions	Description of Change	Effective Date
3	Updated acts, checks with vocational training assessments	31 March 2023

4	Pg 60 reporting of results	15 April 2024
4	Reviewed	2 July 2025

## RECOGNITION OF PRIOR LEARNING POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

This policy describes the nature of recognition of prior learning and the relevant policies for its application and administration, including issues of enrolment, fees, appeals and academic results.

### Definitions

*Target Course:* The course for which credit is sought.

*Source Course:* The course for which the applicant already holds credit. This may be another JNPAT course, or one from any other provider.

*Credit Transfer:* Credit for same course is applicable in situations where the Target and Source courses are the same entity. The course may be a local course or a NZQF unit standard. Formal evidence must be provided by the student to indicate that they hold the relevant result.

In the case of Credit Transfer for an NZQF unit, no result is sent to NZQA as they must already have it. Student Management System (SMS) automatically ensures this, provided the CT option is entered.

*Cross Credit:* Cross crediting is applicable in situations where the target and source courses are not the same entity. However, the material covered is equivalent. For Cross Credit to be awarded, the learning outcomes in the target course must all have been adequately covered in the source course. For example, a pass in a JNPAT paper may gain CC for a similar degree course at JNPAT.

- Sometimes it may require more than one source course to cover a single target course
- In the case of cross credit for a target course consisting of an NZQF unit, a result must be sent to NZQA. SMS automatically ensures this, provided the CC option is entered.
- This may in some cases require a small piece of further assessment to be undertaken. In such cases, once the assessment is complete, a cross credit would be entered.

*Assessment of Prior Experiential Learning (APEL):* The applicant must provide evidence that the learning outcomes in the target course have been acquired from relevant experience in the workplace, community or other settings and/or courses that have been completed elsewhere. An APEL assessment would consider the whole of a person's learning from experience. This may result in a mix of outcomes including cross credits, credit transfer, advanced standing or a complete qualification assessment and credit where appropriate.

*Advanced Standing:* Advanced Standing is used when, following an assessment of prior learning or qualifications equivalence, it is evident that a student can enter a programme at an advanced level. The rules for Advanced Standing must be detailed in the approved programme document. Advanced standing applies where an RPL applicant has been assessed for courses, qualifications and/or an APEL process in which the outcomes equate to at least 60 credits towards an JNPAT

qualification. Advanced Standing may include cross credits and credit transfers however these will be indicated separately on transcripts.

*Advisor/Facilitator:* The advisor /facilitator is the person who gives advice to the applicant on the operation of the APEL process and negotiates with the applicant the particular form of assessment that will be required. *Assessor:* The assessor is the person who makes the assessment judgement on the basis of the evidence provided by the applicant in accord with the assessments agreed between applicant and advisor/facilitator. In APEL, the advisor/facilitator and the assessor are not to be the same person.

*External Codes:* The External Code to be entered in the case of Cross Credit is to be the other provider's course code for the source course. This will appear on the other provider's transcript. Cross Credit applications will not be approved unless the other provider's transcript or results notice is provided.

The name of the source course is also to be as per the other provider's transcript or results notice. This will enable us to use SMS data as the basis of information to the proposed national cross credit database. External stakeholders must be able to identify the source course on this database, so we must use actual external codes. The SMS is able to provide reports detailing cross credits, recognition of prior learning and advanced standing.

*Verified Documentation:* Any record of student achievement presented for use in the RPL process must be the original which was produced by the accredited provider of the result/qualification eg NZQA Record of Learning, JNPAT Transcript. Any copies of such original documents must be verified by the accredited provider, or a verified copy signed by a Justice of the Peace.

## **POLICY**

### **Implementation and use of RPL**

- RPL is to be enabling for potential students and candidates, rather than a barrier.
- Applications for RPL from students who are intending to enrol in programmes are to be made on the generic Registration and Enrolment Form.
- Any tools or methods used to determine Recognition of Prior Learning assessment is to be pre-approved by the SSB.

### **Information to students.**

Information to students must include information on the nature of RPL, the courses within the programme for which RPL applications may be made, and the application procedures, as detailed in approved programme documents.

### **Scope**

Credit may be granted under RPL for whole courses only. Credit will not be granted for parts of a course. (NB prior completions of unit standards which form part of a course will be recorded for academic purposes, but this will not result in credit for the course itself until the other units in the course are completed according to the completion requirements for that course. In such cases, the student will still enrol in the full course and pay full fees).

Unit standards-based programmes must be structured to allow a fair application of RPL policy. If a majority of students are likely to have already completed a particular unit, this unit should be left as a course in its own right in the programme schedule of the programme. Failure to structure the programme in this way would mean students are required to enrol in the full course (and pay the full fee) even if they hold credits for all but one of the units in that course. However, it is recognised that unit standards are assessment tools and should not be the sole driver of the structure of the teaching programme.

RPL including advanced standing applications may be received from students enrolling in JNPAT programmes and students seeking assessment for whole or part qualifications.

### **Fees**

*Application Fee* – this fee is charged to cover costs of initial consideration, administration and recording, and must accompany the RPL Registration and Enrolment Form. The fee must be paid at the time of application regardless of whether the RPL application is granted or declined.

*Assessment Fee* – this fee is calculated for the time and resources required to assess the RPL application.

*Additional Fees* – NZQF credit fees or any additional certifications (for eg. CAA certifications).

- Any outstanding fees at year end will result in the inability of a student to graduate and continued non-payment may result in the debt being forwarded to a collection agency.
- The total fee charged cannot be greater than the fee that would be payable if the applicant enrolled in the target course.
- The RPL assessment fee is not Loan approvable, however student loans may be available for any courses in which the candidate is required to complete as part of the APEL process subject to meeting student loans eligibility criteria.

### **Notes:**

If an application is received for more than one course in a programme at the same time, it will be treated as a single application and will attract a single application fee.

Where the result of an RPL application requires withdrawal from a course the withdrawal will be enacted (with reference to JNPAT Withdrawal and Refunds Policy) at the same time as processing the RPL result. This may impact the students EFTS and financial assistance.

When discussing RPL with students the department must clarify the result of the RPL on the students' EFTS as it may affect their entitlement to Student Loans and Allowances.

### **Refunds**

The amount of any refund of tuition fees will depend on the amount of the assessment fee plus any NZQF fees and the resources consumed and will be determined on recommendation from the Lead Instructor.

If RPL is awarded the student will receive a refund of the fee for that course minus any assessment or equivalence fees that have been calculated in determining the RPL.

### **Assessment**

Assessments will be conducted by assessors who are experienced in the subject/content areas and are also experienced assessors. All assessors must be trained in RPL assessment methods and processes, it is the responsibility of the Lead Instructor to ensure that fair, valid and reliable decisions are made regarding determining equivalence of courses supported by evidence from subject matter/subject experts.

### **Results**

All RPL assessment results shown on result notices and academic transcripts will be those taken from the grade table. These may include advanced standing, cross credits, credit transfers, or any other approved grade table result.

For Credit Transfers, the result code will be shown on result notices and academic transcripts as CT.

For Cross Credits, the result code will be shown on result notices and academic transcripts as CC.

For APEL, the result code will be shown on result notices and academic transcripts as either Pass or APEL, except in cases where the target course comprises NZQF unit or multiple NZQF units, in which case the code is passed (as for any NZQF unit).

Where an RPL application is received for a target course, and the result achieved includes evidence of APEL, the final target course level result will be treated as for APEL, not CT or CC.

For Advanced Standing, where the candidate has been assessed for APEL for courses and/or the graduate profile within a qualification of at least 60 credits the result code shown on result notices and academic transcripts is Advanced Standing and will include the amount of credit gained for advanced standing by semester or year, e.g. Advanced standing year 1, 30, 60 or 120 credits.<sup>1</sup>

The evidence supporting the award of advanced standing must be entered into the SMS. Where cross credits or credit transfers are used these will be indicated separately.

### **Appeal process**

JNPAT's Academic Appeal Process for Students requires this RPL policy to have its own appeals section.

Appeals against RPL decisions must be made in writing to the Lead Instructor within seven working days of receiving the decision.

The General Manager (Training) will review the decision and notify the applicant of the outcome within seven working days of receipt of appeal. Should the applicant be dissatisfied with the decision they may enter the normal academic appeal process for students by writing to the Chief Executive Officer within seven working days of receiving the decision, saying what the decision is, and explaining the grounds for appeal.

### **Responsibilities of the General Manager (Training)**

Determining which courses RPL will not apply to and ensuring this is included in the approved programme documents. The rationale for not allowing RPL in a programme must be clearly articulated in the programme document.

Ensuring moderation processes are in place and are followed;

- Ensuring that sufficient staff in the Department/programmes are familiar with RPL and can act as assessors and advisors/facilitators for APEL;
- Monitoring, reviewing and revising department RPL processes as necessary and at least annually;
- Ensuring department's document, the process and outcomes for RPL decisions, inform students of RPL processes and the outcome of RPL claims and maintain records about RPL.
- Providing advice for assessments and moderation for external processes
- Providing assessors for RPL assessments.
- Training for Advisors/Facilitators and Assessors in RPL education is to be included in the ongoing Professional Development Plan of JNPAT.
- Other authorities where JNPAT carries out assessments and/or issues qualifications on behalf of an external authority other than NZQA, RPL procedures will be carried out only with the approval of that authority.

### **General**

RPL credit at JNPAT is available only for courses in which JNPAT is accredited.

### **Review**

The General Manager (Training) is responsible for reviewing and revising JNPAT RPL procedures.

### **Timing of RPL Applications**

- Credit Transfers and Cross Credits. Applications for credit transfer of NZQF units or non NZQF courses should be handled at the time of initial enrolment. Results must be entered in SMS at that time. However, applications can be accepted at any time.
- Programme reviews must take into consideration programme/ course flexibility to enable students to enrol in a target programme at the earliest opportunity. Barriers to access programmes should be minimised as much as possible.
- Any final or outstanding RPL applications must be loaded and paid for no later than six weeks before the student's graduation date.
- Students who enrol at JNPAT to gain a qualification are to have an academic record on the SMS which is capable of showing whether or not the approved certification requirements have been met. Students who gain credit through RPL in any of the courses of that qualification must have the credit entered to the SMS by the approved method, and have the result indicated as the academic result for that course.

### **PROCEDURES**

Students complete Registration and Enrolment Form and submit together with appropriate application fee to Lead Instructor.

Related Policy, Forms and Documents

Application, Entry and Enrolment

Academic Appeal Process for Students  
Final Assessment Process in Postgraduate programmes  
Grading Systems for postgraduate qualifications award  
Impaired Performance/Aegrotat  
Moderation of Assessment  
Results process for Consultancy/Workplace Assessment

#### **Other Documents**

<https://www2.nzqa.govt.nz/tertiary/assessment-and-moderation-of-standards/>

#### **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to recognition of prior learning for all students to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

#### **REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Review only	2 July 2025



## ACADEMIC INTEGRITY POLICY

Chief Executive Officer Approval	Effective Date: July 2025 – Replaced Cheating Policy effective from 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

To provide guidance and procedures for the prevention, identification, and management of academic misconduct in student learning and assessment.

- Uphold academic integrity
- Prevent academic misconduct
- Detect academic misconduct
- Respond to academic misconduct.

### POLICY STATEMENT

- JNPAT is committed to principles of academic integrity and expects that its students and staff will undertake all assessment tasks with honesty, fairness, respect and trust.
- This integrity is essential to the principles of high-quality education and to the reputation of JNPAT
- Cheating is a serious matter and, where proven, will result in disciplinary action. Cheating can take many forms and may occur when a student breaks the rules of academic integrity to complete any academic requirements of the institution.
- This may include, but is not restricted to: plagiarising, sitting an examination for someone else, using notes during closed-book examinations, purchasing an essay, receiving notes by cell phone, inventing case studies.
- Plagiarism, or the misrepresentation of authorship, is a form of cheating which challenges both students and teaching staff, because it may easily be confused with poor attribution or referencing style: not in itself, evidence of an intention to misrepresent.

Misuse of AI is an extension of plagiarism

### APPLICATION

Students are expected to follow the principles of academic integrity in all assessment activities and are expected to:

- submit assessments for marking on the basis that they are their own work, or a group's work, and that the assignment was prepared with integrity;
- acknowledge the sources of information used in the preparation of their assignments by using the style of referencing they are instructed to employ;
- receive academic counselling when cheating is unintended such as an unacknowledged reference.

Academic staff will:

- support students to reference sources appropriately, providing formative learning opportunities and materials to assist understanding of all aspects of appropriate referencing.
- follow the process detailed in this policy when they have doubts about the authorship of student work, based on observed copying or illicit exchange of information, absent referencing, differences in level of language, recognition of previously published text, or any other indicator
- ensure serious cheating or repeated plagiarism is managed under according to JNPAT Student Conduct and Discipline Policy.

The Lead Instructor is responsible for ensuring that Programme/Course Handbooks contain the conditions and guidelines regarding authenticity, referencing, plagiarism, copying, cheating, copyright, and that staff remain up-to-date with variants of cheating that emerge with technology and changing student context.

The below guidelines are taken from NZQA and will be used to assist staff uphold Academic Integrity. <https://www2.nzqa.govt.nz/tertiary/assessment-and-moderation-of-standards/academic-integrity-and-artificial-intelligence/guidelines/>

Guidelines to uphold Academic Integrity:

- Promote understanding of academic integrity throughout the institution.
- Facilitate a culture of mutual trust and openness between staff and learners.
- Provide staff with training and support in relation to academic integrity and the institutional approach to it.
- Train and support learners on academic integrity relevant to their education context and needs.
- Incorporate academic integrity into teaching, learning and assessment including:
  - education product development and learning outcomes
  - assessment design and implementation
  - different cultural approaches to teaching, learning and assessment
  - the use of generative Artificial Intelligence
  - staff relationships with learners
  - supports for learners and staff
  - administrative systems for record-keeping.
- Review policies and procedures regularly to ensure they are up-to-date and continue to be fit for purpose.

Prevent academic misconduct

- Implement policy and procedures relating to academic misconduct that are accessible, in plain language, consistent, fair, equitable and transparent.
- Provide staff with continuing professional development on the prevention of misconduct.

- Provide information and resources to learners about academic integrity and how academic misconduct can be avoided including:
  - training in understanding what constitutes academic integrity
  - plagiarism
  - referencing
  - avoiding online 'assignment help' and 'writing services'
  - when collaboration transitions into collusion
  - the appropriate use of generative Artificial Intelligence.
- Advise learners of the personal and professional consequences of academic misconduct.
- Reduce learner stress by appropriately managing the assessment requirements and sequencing, and by adequately preparing and equipping learners to engage with assessment methods.
- Block access to commercial websites and file-sharing sites which offer cheating services to learners.
- Collaborate to prevent cheating with other education providers and external stakeholders, including NZQA and Universities New Zealand.

#### Detect academic misconduct

- Implement clear policy and procedures on what detection methods and tools are available to staff across the institution, the purposes of each of these methods and support in the use of the relevant tools.
- Provide staff training on recognising the signs that work submitted is not that of the learner.
- Support staff to investigate academic misconduct.
- Empower staff and learners to report their concerns.
- Collect evidence based on raised suspicions. Evidence may include:
  - textual and electronic evidence from the assessment of concern
  - staff knowledge of the learner's abilities
  - the learner's previous assessment work.

#### Respond to academic misconduct

- Implement robust and transparent procedures for responding to allegations of academic misconduct.
- Take action promptly.
- Protect those who report their concerns.
- Engage the learner in a courageous conversation when academic misconduct is suspected by encouraging them to be open and honest about the circumstances.
- Support learners subject to an investigation of alleged misconduct through and after the process.
- Ensure disciplinary procedures are followed and any sanctions for misconduct are proportionate to the scale and seriousness of the misconduct.

- Maintain records of academic misconduct cases. Use case data to provide insights to support the future prevention of academic misconduct.

## PROCEDURE

- The Lead Instructor will assess the level/amount of suspected cheating, prepare evidence and discuss with the General Manager.
- Where the intention of the student is considered clearly innocent, the work will be assessed as is. If appropriate, advice on academic integrity may be given by the Lead Instructor to the student.
- Where doubt persists, the evidence and its context should be given to the General Manager for review and, depending on the degree of cheating, the matter may be raised to the attention of the Director/s.
- A meeting is to be arranged with the student, student support person, the General Manager, and the Lead Instructor to present the allegation, evidence and to provide the student with an opportunity to discuss this.
- Where cheating is established, the student may be instructed to resubmit the assessment if allowed by the programme regulations. Other actions can include awarding a reduced grade or awarding a failing mark/grade.
- Where the cheating is serious, the General Manager and/or the Head tutor must discuss the situation with the Director/s
- The General Manager must inform student of JNPAT Academic Appeal Process Policy.

## OPERATIONAL RESPONSIBILITY

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to recognition of prior learning for all students to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## REVISION HISTORY

Versions	Description of Change	Effective Date
3	Updated acts	31 March 2023
4	Updated to Academic Integrity, including misuse of AI and NZQA's current guidelines	July 2025

## IMPAIRED PERFORMANCE/AEGROTAT POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

To provide policy and procedures for situations where students are absent from an assessment event or are unable to perform to the best of their ability through critical circumstances beyond their control which may include illness, injury, bereavement, family crisis, or other unpredictable events.

### DEFINITIONS

#### Impaired Performance

This term applies where a student considers that his or her performance in completing any major item or items of work for an assessment in a course has been impaired through critical circumstances beyond their control which may include illness, injury, bereavement, family crisis, or other unpredictable events, may apply for re-consideration of the result for the assessment.

#### Aegrotat

Aegrotat is a term that applies when a student is unable to undertake an assessment activity through critical circumstances beyond their control which may include illness, injury, bereavement, family crisis, or other unpredictable events. An Aegrotat Pass is the granting of credit for a course/assessment in which the required assessment was not taken.

Note: An aegrotat pass cannot be applied to a 'pass completed' result for a unit standard.

### POLICY

Where a student is unable to undertake an assessment through critical circumstances beyond their control which may include illness, injury, bereavement, family crisis, or other unpredictable events, an impaired performance/aegrotat application will be considered.

Where a student considers that their performance in an assessment has been seriously impaired through critical circumstances beyond their control which may include illness, injury, bereavement, family crisis, or other unpredictable events, an impaired performance application may be made for reconsideration of result.

The General Manager (Training) is responsible for ensuring that all applications are processed according to the approved procedures.

Any reconsideration of result following an impaired performance application must not disadvantage the student.

### PROCEDURES

- Applications for impaired performance should be completed in writing on the standard JNPAT form and be accompanied by the required documentation.

- Applications must be lodged as soon as practicable before or after the date of assessment, with the Lead Instructor and before any assessment result has been issued.
- Applications will not be considered after the assessment result has been finalised.
- If a student is sick on the day of an assessment, every attempt must be made to notify the appropriate instructor or assessment facilitator of this.
- The Lead Instructor will obtain recommendations and decide the outcome of the application.
- Records are to be kept by JNPAT Registry and the General Manager (Training) and retained for seven (7) years after date of last action.

## **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate in most instances the General Manager (Training) has responsibility for day-to day compliance and annual review that evaluates JNPAT's performance in matters of impaired performance related to assessment for all students to ensure that they meet the requirements of the Education and Training Act and legislative obligations, national and NZQA guidelines.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## **REVISION HISTORY**

Versions	Description of Change	Effective Date
3	Updated acts	31 March 2023
3	Reviewed	2 July 2025

## ACADEMIC APPEAL PROCESS

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

This policy outlines the standard appeal process for students who wish to appeal against an assessment process, and/or decisions involving assessment results, academic progression, impaired performance or aegrotat processes.

### STATUTORY COMPLIANCE

Commerce Act 1986 and all subsequent amendments Privacy Act 2020 and all subsequent amendments Ombudsmen Act 1975 and all subsequent amendments

NZQA External Evaluation and Review Rules 2021 and subsequent amendments

### POLICY

A student may appeal against:

- assessment results
- an assessment process
- decisions restricting academic progression
- decisions regarding impaired performance or aegrotat processes

A student may not appeal under this policy against a restriction to academic progression that has been applied as part of a disciplinary process.

### PROCEDURES

In the first instance the student should approach the Lead Instructor within seven working days of the decision or result. Ideally the matter will be resolved between the student and staff member.

If genuinely uncomfortable with this, or if the instructor is unavailable, the student can proceed directly to the next step. The Lead Instructor must record the date and time of the student's approach and must respond in writing to the student within three working days or proceed to the next step.

If not satisfied with the Lead Instructor's response, the student may appeal in writing to the General Manager (Training) within seven working days of receiving response. At this point the Chief Executive Officer may, depending on the seriousness of the appeal, be informed by the recipient of the appeal.

The Chief Executive Officer or the General Manager (Training) will:

- Inform the Lead Instructor of the receipt of the appeal (if this has not already been done);
- Obtain a second opinion (this may be through the Programme Committee; and/or

- Direct an external person with required experience and expertise to review the assessment.

The outcome of this consultation or review, together with any other relevant information, will be passed on to the Lead Instructor. At this point the General Manager (Training) and, if required, the Chief Executive Officer will also be informed. A record of all academic appeals will be kept on JNPAT student management system.

The General Manager (Training) will give the student the opportunity to discuss the matter. At this meeting, the student should be given the opportunity to bring a support person, eg JNPAT Student Representative or family. The General Manager (Training), in consultation with the Lead Instructor, will then decide and communicate this in writing to the student and the Chief Executive Officer. Every effort is to be made by the Lead Instructor to finalise the appeal within two weeks of receiving the appeal.

Some complex issues.

- If the student is still not satisfied, the student may appeal in writing to the Chief Executive Officer within seven working days of receipt of the Lead Instructor's decision.
- The Chief Executive Officer will decide on the appropriate procedure to deal with the student's appeal, including whether to hold a hearing.
- The Chief Executive Officer may hold a hearing to determine the facts surrounding the appeal and determine whether further information is required from the student or from the General Manager (Training) and/or the Lead Instructor.
- The appeal will be dealt with in accordance with the principles of natural justice.
- The Chief Executive Officer will rule on the appeal and inform the student and the General Manager (Training) and the Lead Instructor of the outcome.
- JNPAT may refuse to consider the appeal further if it believes the matter is "trivial, vexatious or not made in good faith" or if JNPAT considers the person making the complaint has "insufficient personal interest" in the appeal.
- A decision to refuse an appeal on this ground would be made in consultation with the Chief Executive Officer and Senior Leadership Team, or an agreed other representative.
- Should an appeal be refused on this ground the student is able to seek further advice from the NZQA website and lodge a complaint: <https://www.nzqa.govt.nz/about-us/make-a-complaint/>
- Under the section 13(1) of the Ombudsmen Act 1975, if the student has exhausted their attempts to resolve the complaint internally, the Ombudsman can investigate the complaint.
- The Chief Executive Officer will keep a record of appeals and submit a summary of appeal activities to the Programme Committee at the completion of each academic year.

### **Referral Documents**

Assessment Policy

Impaired Performance/Aegrotat Policy

Student Complaints/Grievance Policy

### **OPERATIONAL RESPONSIBILITY**



The Chief Executive Officer, or delegate in most instances the General Manager (Training) has responsibility for day-to day compliance and annual review that evaluates JNPAT's performance in matters of academic appeals involving assessment results, academic progression, impaired performance or aegrotat processes for all students, to ensure that they meet the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

#### **REVISION HISTORY**

Versions	Description of Change	Effective Date
3	Updated acts	31 March 2023
3	Reviewed	2 July 2025

## WITHDRAWAL & REFUND POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

Note: It is essential that this policy is consistent with all information to students.

### PURPOSE

This policy ensures that JNPAT procedures in respect of student withdrawal from programmes or training schemes and refund/s of tuition fees are fair and compliant with the requirements of the Act.

### RELEVANT COMPLIANCES

Student fee refunds depend on the type of student, and the length of course.

If a student is enrolled in a course that takes more than three months to complete, the withdrawal period and refund amount depends on whether the student is a domestic or international student.

<https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds/>

### JNPAT must:

Allow every student enrolled for a programme or training scheme that is of more than 3 months' to withdraw from it and receive a refund up until the end of the 8<sup>th</sup> day:

- The student may withdraw up until the end of the 8<sup>th</sup> day and are entitled to a full refund less administration costs of up to 10% of any amount paid or \$500, whichever is less.
- From day 9 onwards any refund is to be in accordance with JNPAT's policy below.

Allow every student enrolled for a programme or training scheme that is of less than 3 months' duration but not less than 5 weeks, to withdraw from it within a period of five working days from start date; and

- The student may withdraw up until the end of the 5<sup>th</sup> day and receive a refund of at least 75% of any amount paid.
- From day 6 onwards JNPAT does not generally offer a refund however, this will be decided on a case by case basis by the General Manager / CEO.

Allow students enrolled on courses shorter than 5 weeks but not less than 2 days, to withdraw up until the end of the second day and receive a refund of at least 50% of any amount paid. If the learner has paid for 2 days only, the PTE can retain 100% of the payment.

When the refund period, in relation to any fees paid by, or on behalf of a student has expired:

- The fees will be paid to JNPAT in accordance with conditions of the Public Trust Deed to which JNPAT is party.

Reference must be made to the following documents (where all information must be aligned) and applied consistently when addressing issues relating to withdrawals and refunds and providing information to students:

- Withdrawal and Refund Policy
- JNPAT Application and Enrolment Form
- JNPAT Withdrawal Form
- Student Information (Prospectus Policy)
- The Student Handbook
- JNPAT Website (and Prospectus)

## **POLICY AND PROCEDURES**

This policy excludes student withdrawals from STAR/Gateway courses which are covered by conditions in individual contracts.

Students requesting a refund must formally withdraw from a course/ course(s) by personally completing and signing the Withdrawal and Refund Form and returning it to the General Manager (Training). Forms can be obtained from the JNPAT Website, or office.

Any issues regarding withdrawal that are unable to be resolved through the use of the Withdrawal and Refund Form are to be discussed with the General Manager (Training).

### **Advice to students**

When a student is discussing withdrawal with any staff member, the student must be advised regarding any consequences to eligibility for loans and allowances as well as any academic implications for progression and results. For example, in the instance of an JNPAT administration fee which was included in the fees paid but is separated from the fees refund if a student withdraws.

The withdrawal date from a course is taken as the date the Withdrawal and Refund Form is lodged with JNPAT. The responsibility for withdrawal is with the student. Verbal notice of withdrawal will not be accepted as a student's intention to withdraw.

No change to the student's enrolment status on the JNPAT student management system may be made unless formal withdrawal takes place.

Where an organisation is paying for more than one student, a separate withdrawal form must be completed for each student as this documentation will be attached to the official student enrolment file which cannot hold information on other students.

Where a student withdraws from a course after commencement but before fees are paid and before the last date for withdrawal, any refund amount is deducted from the fees payable and the student is responsible for payment of outstanding fees as notified.

A student cannot be withdrawn from a course or course(s) where the final assessment and/or the course/course end date has taken place and final results are due to be, or are, entered in the student management system.

When a student stops attending after the last date for withdrawal with a refund and does not withdraw, JNPAT will withdraw the student when a period of at least four weeks has elapsed. These withdrawals are documented using the withdrawal form and signed by the General Manager (Training). These withdrawals must only be made after two written attempts to contact the student. These must be on file, in the student management system, or a written declaration from a staff member that the student has been spoken to. In such cases there must be a follow up letter on file.

## **Transfers**

Students wishing to transfer from one course or course(s) to another after the course has started must do so by agreement with the General Manager (Training) and by filling in the Withdrawal and Refund Form. Depending on the different course fees, students may either be refunded or required to pay additional fees.

Transfers between courses can only occur after negotiation with the General Manager (Training). There are no penalties for withdrawal and re-enrolment and the full refund amount will be credited to the new course if a student loan has not been used to pay fees. If a student loan has been used, the refund is returned to StudyLink and a new loan drawn down for the new course. Depending on the different course or course(s) fees, students will either be refunded or required to pay additional fees.

It is the responsibility of the student to contact StudyLink to advise of the change in course, and to advise JNPAT that this has been done, before processing the withdrawal and re-enrolment. It is not possible to transfer students between calendar years although it is possible to transfer between years of the same course if it occurs within the same calendar year.

## **Disputes**

Any student who wishes to dispute the withdrawal or refund decision must do so within one month of receiving the notification (letter, invoice or statement) showing the outstanding amount. A request to review the outstanding amount must be made in writing to the General Manager (Training), within the specified time period.

There is discretion to accept reviews lodged outside the normal one-month time limit if the General Manager (Training) considers that there was good reason for the delay. The review should be completed within seven days of the date of receipt of the application for review. Any outstanding monies owing at the outcome of the review are to be paid to JNPAT immediately notification is received.

<https://www.studycomplaints.org.nz/>

## **Refunds on Compassionate Grounds**

Exceptions may be made in exceptional circumstances for compassionate reasons. Compassionate grounds are considered to be events outside the individual's control that could not have been predicted and that have had a significant impact on the person's ability to continue studying in the current academic year or the foreseeable future.

This could for example include such things as significant accidents or personal injury to self or a close family member that would affect the student's ability to continue studying. Compassionate grounds will not be considered sufficient for a refund of fees where the student could have continued in the course with support or where the student has chosen to withdraw for other reasons.

Consideration may be given to a refund upon receipt of written evidence which must be submitted by the student, or on the student's behalf, to JNPAT at the same time as the completed Withdrawal and Refund Form.

Exceptions may be considered on the grounds of:

- Medical, supported in writing by a health professional.
- Work related, supported by a letter from an employer.

The application should be made prior to withdrawal, or where circumstances prevent prior application at the earliest possible time.

The decision to refund fees on compassionate grounds will take into consideration the length of time in a course/courses. Fees funded by StudyLink are required to be refunded to StudyLink.

### **Late Admissions/Enrolments**

When a student has been admitted to a course after the commencement date, the last date for withdrawal must be highlighted to the student. The student must also be alerted to the fact that late admission is not a reason for compassionate withdrawal.

### **Cancelled Courses**

A full refund will be made if JNPAT considers it is necessary to cancel or postpone a course. The documentation will be completed by JNPAT on behalf of the student and no administration fee will be charged.

### **Refunds for Examination Fees**

External examination fees will be refunded if a Withdrawal Form is formally lodged with JNPAT before the cut-off date for the exam fees. If fees have been sent to the examining body, a request for refund must be made by the student directly to the appropriate organisation.

### **Refunds for NZQF Credit Fees**

Refunds for NZQF credit fees are part of the refund of fees outlined in Appendix A.

## **DEFINITIONS**

Course of study	The collection of courses in which a student is admitted to and enrolls in which contributes to meeting the requirements for the award of a qualification.
Compulsory Fee	Fee components which cover items which the student must purchase as a condition for enrolment.
Course	A component of a course.
External Fee	A fee component which is set by an external agency and collected by JNPAT on their behalf as part of the Student Fee (e.g. examination fees).
Partial withdrawal from a course	A student may choose to withdraw from one or more courses in a course to which they have been admitted.
Stand-alone course	A course which is part of a course, however the student may not have been admitted to the course. Courses for personal interest and for a Certificate of Proficiency fall into this category.
Short Course	A short course is an entity in its own right and is not part of a course.
Withdrawal from Course	Withdrawal from all of the courses in that course of study for which the course end dates are later than the withdrawal date.

**See also:**

Appendix A Withdrawal Refund Matrix (page following)

Application, Admission and Enrolment Policy

Withdrawal and Refund Form

Student Handbook

**OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to student withdrawal from programmes or training schemes and refund/s of tuition fees to ensure the requirements of the Education and Training Act 2020 in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

**REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Review	2 July 2025

**APPENDIX A withdrawal refund matrix**

Students Course/Individual Courses Withdrawal Refund Matrix

Withdrawals from Courses:

The refund policy is based on courses. Where a student has been admitted to a course, refunds are processed at course level.

Stand-alone courses, short courses and short awards are treated differently.

Date of Advice of Withdrawal	Classification	Refund Due (of fees paid)	Less Administration Charge Per Withdrawal Form	Academic Result
Before the course start date	Not started	100%	No Fee	No Result Recorded
After last date for withdrawal but before 80% of the course/course is completed	Withdrawal	Nil	Nil	Withdrawn

After 80% of course duration completed	Any Withdrawal from a course is not processed in the LMS	Nil	Nil	Did Not Complete) or Grade attained
Final result entered or course completed	Any Withdrawal from a course is not processed in the student management system	Nil	Nil	Result or Grade Attained

For a stand-alone course which is part of a course or short courses:

The last date for withdrawal is usually the first day of the course which equates to 10% of the course. An administration fee may be charged for a withdrawal after the course starts and before 10% elapses.

## WORK-BASED TRAINING POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

To ensure the effective delivery of aviation-related work-based training programmes that meet the requirements of:

- The Education and Training Act 2020
- NZQA Programme Approval and Accreditation Rules
- Civil Aviation Rules Part 141
- Health and Safety at Work Act 2015
- Tertiary Education Commission (TEC) funding and quality expectations

### SCOPE

This policy applies to all learners enrolled in work-based aviation training programmes delivered by JNP Aviation Training in partnership with employers.

### DEFINITIONS

- Work-Based Training: Programmes where the majority of learning occurs in the workplace, supported by online, cohort, or self-directed learning.
- Employer: The organisation providing the workplace environment for training.
- Employee (Learner): An employed person who is enrolled in a JNP Aviation Training programme.
- PTE: Private Training Establishment (PTE) (JNP Aviation Training).

### POLICY STATEMENT

JNP Aviation Training is committed to delivering high-quality, industry-aligned work-based training that:

- Supports learner capability and progression
- Ensures employer engagement and workplace readiness
- Meets regulatory and safety standards
- Promotes equity and inclusion, especially for Māori and Pasifika learners

### ROLES & RESPONSIBILITIES

#### JNP Aviation Training:

- Ensure programme approval and accreditation through NZQA
- Maintain a Safety Management System as per CAA Rule 141
- Provide qualified staff and assessors with aviation and educational expertise
- Develop and monitor Individual Learning Plans for each learner
- Conduct regular workplace visits and ensure alignment of learning activities



- Maintain moderation and assessment integrity
- Provide pastoral care and learner support in line with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

#### Employer:

- Sign a Three-Way Training Agreement with JNP Aviation Training and the learner
- Provide a safe and supportive learning environment
- Ensure workplace supervisors are competent and available
- Facilitate access to required equipment, resources, and learning opportunities
- Comply with health and safety, insurance, and employment law obligations
- Participate in learner feedback and programme review processes

#### Employee (Learner)

- Engage actively in both workplace and provider-supported learning
- Comply with workplace policies and safety requirements
- Maintain communication with tutors and supervisors
- Participate in assessments and feedback processes
- Raise concerns or support needs promptly

#### **Three-Way Training Agreement (see next doc)**

A formal agreement must be signed by all parties and include:

- Programme details and learning outcomes
- Roles and responsibilities
- Health and safety provisions
- Induction and workplace readiness
- Assessment and moderation arrangements
- Support services and escalation procedures

#### **Programme Design and Delivery**

- Programmes must align with NZQA graduate profiles and industry standards
- Delivery may include blended learning (online, face-to-face, workplace)
- Assessment must be authentic, workplace-integrated, and moderated
- Learning activities must be sequenced and documented in the learner's plan

#### **Quality Assurance**

- Internal and external moderation of assessments
- Annual review of programme delivery and outcomes
- Feedback mechanisms for learners and employers
- Compliance with CAA Part 141 exposition requirements

#### **Funding and Compliance**

- Programmes must meet TEC funding criteria and industry endorsement
- Providers must demonstrate financial viability and quality assurance capability

#### **Review and Continuous Improvement**

This policy will be reviewed annually or in response to regulatory changes. Feedback from learners, employers, and staff will inform updates.

## **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to education and training within the workplace, defined as work-based training, to ensure the requirements of the Education & Training Act 2020 in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## **REVISION HISTORY**

<b>Versions</b>	<b>Description of Change</b>	<b>Effective Date</b>
<b>1</b>	As JNPAT move into full work-based training rather than some provider based, for some ramp qualifications, enrolment applications and agreements have been updated as has the policy.	1 Sept 2025

## WORKPLACE TRAINING AGREEMENT & ENROLMENT FORM



### Workplace training agreement and enrolment.

This three-way training agreement is between the Employee/Learner, the Employer and JNPAT.

This agreement, sets out the parameters, roles, and responsibilities of each party.

#### LEARNER, PLEASE COMPLETE THE INFORMATION BELOW

<b>Personal details</b>		<b>Residency and identification – select one</b>	
First name		<input type="checkbox"/>	<b>New Zealand Citizen</b> - please provide <b>ONE</b> piece of evidence
Middle name/s		<input type="checkbox"/>	Passport
Surname		<input type="checkbox"/>	NZ birth certificate
Preferred name		<input type="checkbox"/>	NZ certificate of citizenship
Previous legal name(s)		<input type="checkbox"/>	Verified NSI record (please confirm with JNPAT administration)
Date of birth (dd/mm/yyyy)		NSN (if known)	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/>	<b>New Zealand Resident</b> - please provide evidence stated below
<b>Contact</b>		<input type="checkbox"/>	Passport and <input type="checkbox"/> Residency visa
Mobile		<input type="checkbox"/>	<b>Australian Citizen</b>
Work phone		<input type="checkbox"/>	Passport
Home phone		<input type="checkbox"/>	<b>Australian Resident</b>
Email		<input type="checkbox"/>	Passport and <input type="checkbox"/> Residency visa
Preferred contact <input type="checkbox"/> Mobile <input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Text <input type="checkbox"/> Email		<input type="checkbox"/>	<b>Work visa holder</b>
<b>Postal Address</b>		<input type="checkbox"/>	Passport and <input type="checkbox"/> Work visa
Street		<b>Education details</b>	
Suburb		When did you start tertiary education? If this is your first year of tertiary education provide today's date	
City/Town			
Postcode		Details of the last secondary school you attended	
<b>Ethnicity</b>		Name of school	
<input type="checkbox"/> NZ European <input type="checkbox"/> NZ Māori <input type="checkbox"/> Pacific Islander <input type="checkbox"/> Prefer not to say <input type="checkbox"/> Other (please add below)		Country	
<b>If NZ Māori, please provide the name(s) of your iwi</b>		Last year (dd/mm/yyyy)	
		What was the highest qualification you achieved at school?	
		<input type="checkbox"/>	No formal qualification
<input type="checkbox"/> Prefer not to say <input type="checkbox"/> Don't know		<input type="checkbox"/>	14 or more credits at any level
		<input type="checkbox"/>	NCEA level 1 / School Certificate
		<input type="checkbox"/>	NCEA level 2 / 6 <sup>th</sup> Form Certificate
		<input type="checkbox"/>	NCEA level 3 / 7 <sup>th</sup> Form Bursary
		<input type="checkbox"/>	University Entrance
		<input type="checkbox"/>	Overseas qualification
		<input type="checkbox"/>	unknown

**LEARNER, PLEASE COMPLETE THE INFORMATION BELOW**

<b>English language</b>	
Is English your second language?	
<input type="checkbox"/> Yes	If you ticked yes, please write down your first language
<b>Learner Support</b>	
Please let us know the support you may need	
<input type="checkbox"/>	Support with reading, writing and communication in learning and assessments
<input type="checkbox"/>	Support with online learning resources
<input type="checkbox"/>	Mobility and transport in and around the learning environment, in emergencies etc
<input type="checkbox"/>	Accessible resources in specific formats
<input type="checkbox"/>	NZ Sign language interpreter
<input type="checkbox"/>	Assistive technology for reading, writing and communication
<input type="checkbox"/>	Other learning support
Please provide further detail:	
Do you describe yourself as disabled, deaf, neurodiverse, tāngata whaikaha māori or living with a long term physical or mental health condition?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
<b>Employment details</b>	
Please provide your current job title	
<b>Employment type</b>	
<input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer <input type="checkbox"/> Self-employed
<b>Employment status</b>	
<input type="checkbox"/> Full time	<input type="checkbox"/> Part time <input type="checkbox"/> Casual
<input type="checkbox"/> Seasonal	
<b>Employment status at 1 October</b>	
<input type="checkbox"/>	Secondary School Student
<input type="checkbox"/>	Wage or Salary Earner
<input type="checkbox"/>	Tertiary Student
<input type="checkbox"/>	Non-employed / Beneficiary
<input type="checkbox"/>	Retired
<input type="checkbox"/>	Self-employed
<input type="checkbox"/>	Overseas
<input type="checkbox"/>	Other
If Other, please explain	

**EMPLOYER, PLEASE COMPLETE THE INFORMATION BELOW**

<b>Employer / Company name</b>	
<b>NZBN</b>	
<b>Workplace / Site name</b>	
Employer. Please complete the details below if this is the first time enrolling an employee into JNPAT courses OR if your details have changed.	
<b>Employer address</b>	
<b>Primary Contact (eg Port Manager, Lead, LAME etc)</b>	
<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	
<b>Address (of Workplace - Site /Port)</b>	
<b>Additional Information</b>	
<b>EMPLOYER SIGNATURE</b>	
<b>By signing this document you agree to the following terms:</b>	
<p>-I confirm that the workplace complies with all requirements of the Health and Safety at Work Act 2015.</p> <p>-We will allow JNPAT staff to access the student(s) at agreed times, and conduct assessments on site, subject to operational and safety requirements.</p> <p>-We will support the learners in all aspects of their learning.</p> <p>-We work with the provider to ensure learners have the necessary skills to undertake work-based learning</p> <p>-We will provide regular learning and supervision during work hours and support to attend any campus-based course ensure there are relevant formal agreements</p> <p>-We will work with the provider to ensure all work-based learning defined in the relevant agreement is completed</p> <p>-We will support the provider with the assessment and verification of the learner's skill acquisition</p> <p>-We will support the learner's relevant skill acquisition and any self-directed learning through resource provision.</p>	

--

Name	
Position	
Signature	
Date	
<input type="checkbox"/>	I have sighted original ID from learner and provided a copy to JNPAT
<input type="checkbox"/>	I am acting in the role of the employer for training purposes and do not have a legal relationship with the learner from an employment law perspective.

# PROGRAMME INFORMATION (JNPAT)

Programme name (full name, level, credits)
Enrolment start date (dd/mm/yyyy)
Programme fee and payment
Is there a fee for this enrolment?
<input type="checkbox"/> Yes. <input type="checkbox"/> No
Who is invoiced for this programme fee?
<input type="checkbox"/> Employer
<input type="checkbox"/> Learner
<input type="checkbox"/> Third party (provide name, email and billing details below)
Name of JNPAT instructor / trainer responsible for learners
Name:
Position:
Phone:
Email:
By signing this document you agree to the following terms:
-Communicate with both the Employer and the Learner, to ensure that learners engaged in workplace training are matched to the employer and the role.
-Provide the Employer and Learner with information on learning outcomes and a training plan / schedule that's to be covered during the programme.
-Be in regular communication with both the host employer and student.
-Supervise, and be responsible, for any assessment related the programme.
-With JNPAT's learner support team, be responsible for the learner's health and wellbeing support.
-Develop employer capability for training and verification of skill acquisition
-Provide learning and assessment material towards an NZQA-approved credential or programme
-Undertake all assessment and quality assurance activities to NZQA standards.
Signature
Date (dd/mm/yyyy)

# LEARNER SIGNATURE

By signing this document you agree to the following terms:	
-I agree to participate in training or study as required, learn the skills to the best of my ability, and undertake assessment to meet the requirements of the programme.	
-I understand that any sustained inability to meet reasonable credit achievement milestones of my programme may result in withdrawal.	
-I have read and agree to the terms in the Declaration below and have read or requested and understood the information pertaining to the associated JNPAT policies outlined in the Declaration.	
Signature	
Date (dd/mm/yyyy)	
If the learner is under 18 years old, this section must be completed by learner's parent or legal guardian	
By signing this document you agree to the following terms:	
-I am authorised to sign this agreement on behalf of the learner.	
-I undertake to support this learner for the duration of the training programme.	
-I agree to pay any outstanding fees associated with this training programme which would normally be the responsibility of the learner.	
-I have read and agree to the terms in in the Declaration below and have read or requested and understood the information pertaining to the associated policies outlined in the Declaration	
Name	
Mobile	
Email	
Signature	
Date (dd/mm/yyyy)	

## DECLARATION

**Privacy** – JNP Aviation Training collects and stores information from this form to:

- Manage the business of JNP Aviation Training (including internal reporting, administrative processes and if applicable selection of scholarship and prize winners)
- Comply with the requirements of the Education and Training Act 2020 and other legislation<sup>(2)</sup> relating to maintenance of records
- Supply information to government agencies and other organisations as set out below.

In signing this agreement and enrolment form you authorise the disclosure of your personal information on the understanding that JNP Aviation Training will comply with the legal requirements in relation to the use and disclosure of personal information, as set out in the Privacy Act 2020, the Education and Training Act 2020 and other relevant legislation. You are entitled to see any information that JNP Aviation Training holds about you and request to correct any errors in that information. To do so, contact the JNPAT Administrator ([admin@jnpat.ac.nz](mailto:admin@jnpat.ac.nz))

NB: The Privacy Act 2020 has the stated aim of protecting the privacy of individuals. It also governs the collection, use, storage and disclosure of personal information. The Privacy Act requires JNP Aviation Training to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act.

JNP Aviation Training supplies data collected on this form to government agencies, including the Ministry of Education, the New Zealand Qualifications Authority and Tertiary Education Commission

Those agencies use the data collected from JNP Aviation Training to:

- administer the tertiary education system
- develop policy advice for government
- conduct statistical analysis and research.

Your personal details (name, date of birth and residency) as entered on this form will be included in the National Student Index and may be used in an authorised information matching programme with the New Zealand Birth Register. The government agencies above may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes.

**Data storage** – data collected from tertiary education organisations is now stored in the Cloud. Student enrolment and course and qualification completion data is stored in a Microsoft datastore based in Sydney, Australia. When required by law, JNP Aviation Training releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC). Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records.

**Fees for fee paying students** – In signing this enrolment form you undertake to pay all fees as they become due, and to meet any late fees and collection charges associated with debt recovery.

**JNP Aviation Training's policy on withdrawal and refund of fees** may be obtained from the website – [www.jnpat.ac.nz](http://www.jnpat.ac.nz), or the JNPAT administrator, [admin@jnpat.ac.nz](mailto:admin@jnpat.ac.nz), and in the JNPAT Handbook.

**Summary:** Courses and programmes more than 3 months duration: Learners may withdraw up until the end of the 8th day and are entitled to a full refund less administration costs of up to 10% of any amount paid or \$500, whichever is less. Courses and programmes more than 3 months duration: Learners may withdraw up until the end of the 8th day and are entitled to a full refund less administration costs of up to 10% of any amount paid or \$500, whichever is less.

Courses and programmes between 5 weeks and 3 months duration: Learners may withdraw up until the end of the 5th day and receive a refund of at least 75% of any amount paid.

Courses shorter than 5 weeks but not less than 2 days duration: Learners may withdraw up until the end of the second day and receive a refund of at least 50% of any amount paid. If the learner has paid for 2 days only, JNPAT can retain 100% of the payment.

Any learner intending to withdraw MUST a) speak with a JNPAT staff member and complete a Withdraw & Refund application form. JNPAT will assist learner through the process.

**JNP Aviation Training's policy on protection of student fees** may be obtained from the website – [www.jnpat.ac.nz](http://www.jnpat.ac.nz), or the JNPAT administrator, [admin@jnpat.ac.nz](mailto:admin@jnpat.ac.nz), and in the JNPAT Handbook.

**Summary:** JNPAT protects your fees using a trust account managed by an independent trustee. If you withdraw within the refund period, you are entitled to a refund (less \$500 or 10% of the fee, whichever is less). You can access the full Student Fee Protection Summary on JNPAT's website in Student Policy and Procedures doc. If JNPAT closes or cancels your programme, your unused fees will be refunded or transferred to another provider.

**Rules** – In signing this enrolment form you undertake to comply with the published rules and policies of JNP Aviation Training (JNPAT Handbook and [www.jnpat.ac.nz](http://www.jnpat.ac.nz)) regarding attendance, academic integrity and progress, withdrawal and refund, payment and student fee protection (holding of fees), conduct and use of information systems.

#### Information on Identification

To be treated as a domestic student, and so be entitled to the Government tuition subsidy, you must be:

- a citizen of New Zealand (including students from the Cook Islands, Tokelau, or Niue who have New Zealand citizenship) or
- a permanent resident of New Zealand or
- a citizen or permanent resident of Australia residing in New Zealand or
- a citizen of New Zealand (including students from the Cook Islands, Tokelau, or Niue who have New Zealand citizenship).

If you already have a verified NSN number your JNPAT administrator may ask for a driver's licence to confirm your enrolment details. Your JNPAT administrator will inform you if your NSN number is not verified or, if you do not have an NSN. You must then provide evidence of citizenship or permanent residency. To do so you must produce one of the following:

- Birth certificate with place of birth stated as New Zealand, Cook Islands, Tokelau, or Niue.
- New Zealand passport.
- A certificate of identity.
- A statement of Whakapapa, including date of birth, countersigned by a kaumatua.
- A New Zealand certificate of citizenship.
- Overseas passport with residency stamp.

#### JNPAT ADMINISTRATION

Enrolment details entered into SDR system		
Administration completion details		
Name:		
ID obtained		Comments
Signature		Comments
Date (dd/mm/yyyy)		



## OFF-SITE FIELDTRIPS & WORKPLACE COMPONENTS POLICY

Chief Executive Officer Approval	Effective Date: March 2021	Review Date: As required
Contact Authority: General Manager (Training)		

### DEFINITIONS

'Workplace Components' refers to individual or small group on-site (on-job) practical training with JNP Aviation, Air New Zealand or any other aviation employer (the host employer). Students will be supervised by the host employer by agreement with JNPAT.

**Any education training at an approved site, run by JNPAT and supervised by JNPAT or instructor under sub-contract agreement, is not deemed a 'workplace component'.** Please see 'offsite learner forms' for those learning at temporary or permanent sites with JNPAT sub-contractors.

Any assessment that takes place in the workplace will be the responsibility of JNPAT.

'Off-Site Field Trips' refers to class or small group visits to aviation or other venues as part of their programme of study. The students will be supervised by a JNPAT staff member.

### PURPOSE

JNPAT provides vocational and applied education that uses a range of practical environments for student workplace training and experience. This policy is to ensure that Off-site Fieldtrips and Workplace Components are consistent with the learning outcomes of the programme; that any assessments occurring off-site and /or in the workplace, are fair, consistent and valid; and that the experience is an effective learning experience.

### STATUTORY COMPLIANCE

Health and Safety at Work Act 2015 and related Regulations and Amendments

Human Rights Act 1993

Injury Prevention, Rehabilitation and Compensation Act 2001 (ACC)

National Guidelines

Programmes must meet requirements of Industry Training Organisations (ITOs [WDCs]) and professional registration boards or associations.

### POLICY

Delivery and assessment procedures for all Off-site Fieldtrips and Workplace Components within JNPAT programmes must be detailed in the programme document. Assessment procedures must comply with academic policy on assessment and moderation.

Workplace requirements must conform to specific requirements of relevant external bodies (for example JNP Aviation and CAA) and those will be detailed in the programme documents.

Rights and responsibilities of students and host employers, including health and safety, must be communicated to students prior to entering any Offsite Fieldtrip destination.

All Offsite Fieldtrips must be closely managed and monitored by JNPAT staff. JNPATs Offsite Fieldtrip and Activities (Accompanying docs below) Plan is to be completed by all trip/activity planners (JNPAT Instructors). Once completed, this form must be left with a contact person based at JNPAT. This contact person must be informed of your arrival back from the trip/activity.

## PROCEDURES

Students will be made aware of their responsibilities when in the host employer workplace; and the responsibilities of the host employer's managers. Students will be introduced to the Workplace Training Agreement which is to be completed by both parties before commencing any workplace learning ([see Orientation and Induction Policy](#))

Specific learning outcomes to be met by the fieldtrip and/or workplace components with host employer are to be identified and detailed in the programme document.

Any learning outcomes to be assessed must be documented and provided to students.

Students are to be provided with relevant information regarding rights and responsibilities, including all relevant health and safety in preparation for any offsite fieldtrip or on the job workplace component. This may include handouts and orientation sessions.

JNPAT Staff will communicate with host employers regarding rights and responsibilities, including health and safety, when JNPAT students are on-site carrying out practical components of their programme.

## Referral Documents

Programme Development Policy

Risk Management Policy

Critical Incident and Emergency Policy

Health and Safety - Commitments and Responsibilities (JNPAT09)

Assessment Policy

## OPERATIONAL RESPONSIBILITY

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to workplace components, on-site practical, offsite fieldtrips, for all students to ensure the requirements of the Education & Training Act 2020 in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

## REVISION HISTORY

Versions	Description of Change	Effective Date
----------	-----------------------	----------------

2	Added in Workplace Agreement details to students.	19 July 2023
3	Updated 'host employer' and updated offsite form and workplace training agreement	2 July 2025

## JNPAT OFF-SITE FIELDTRIP AND ACTIVITIES PLAN

This form is to be completed by all trip/activity planners (JNPAT Instructors). Once completed, this form must be left with a contact person based at JNPAT. Inform this person when you have arrived back from your trip/activity.

Off Site Trip Check List (add, delete or change to suit the types of activities being undertaken.

First aid kit has been checked and re-filled if needed – adequate for activity	Comments
The venue provider has an appropriate H&S policy/plan covering the activity which has been approved by JNPAT (a copy of this policy/plan has been recorded on JNPAT's supplier database)	
Students have trip information, gear list and know safety rules and conduct expectations	
Medical form information is checked, and appropriate action taken	
Accommodation arrangements checked and suitable	
Route plan and Itinerary completed and provided to group members	
Adult/student and instructor/participant ratios considered	
Drivers identified. Licenses are checked with JNPAT contact	
Other:	

Trip Leaders Name:	Cell Phone Number:
Departure Date and Time:	Return Date and Time:
<p>Briefly outline activity or trip details:</p>  <p>Name and address of overnight accommodation (if applicable)</p>	
<p>Vehicle Details:</p>  	

List of students and staff in attendance


## WORKPLACE TRAINING AGREEMENT

JNPAT provides vocational and applied education that uses a range of practical environments for student workplace training and experience. 'Workplace Training' refers to individual or small group on-site (on-job) practical training with an aviation employer such as JNP Aviation or Air New Zealand, deemed 'the host employer'. Students will be supervised by the host employer by agreement with JNPAT. Please refer to JNPAT's Off-site Fieldtrips and Workplace Components policy.

### HOST EMPLOYER RESPONSIBILITIES:

As the host employer representative, I agree that:

- I will make sure that the student complies with all requirements of the Health and Safety at Work Act 2015.
- I will make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Student(s) will be inducted in line with our company and site policies, including briefing on health and safety issues, emergency procedures and equipment on the first day of the placement.
- In the unlikely event of incident or injury our company Health and Safety Policy will be followed.
- The student(s) will work alongside designated staff and where appropriate will be provided with the opportunity to carry out tasks under supervision.
- We will allow JNPAT staff to access the student(s) at any time, and conduct assessments on site, subject to operational and safety requirements.

### STUDENT RESPONSIBILITIES

As a student on workplace training, I agree that I will:

- Comply with all requirements of the Health and Safety at Work Act 2015.
- Make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements
- Respect the property, practices and personnel of my host employer and follow all health and safety and other requirements of the working environment.
- Attend my work placement regularly and punctually and contact the host employer and JNPAT in advance, if I am unable to attend because of sickness, bereavement, or other circumstances.
- Treat all information confidentially, except as agreed to in order to meet the programme requirements.

## JNP AVIATION TRAINING (JNPAT) RESPONSIBILITIES

As the JNPAT representative I agree that JNPAT will:

- Make sure that the student complies with all requirements of the Health and Safety at Work Act 2015.
- Make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Communicate with both the host employer and the student, to ensure that students engaged in workplace training are matched to the employer and the role.
- Provide the host employer with information on learning outcomes that JNPAT wish to cover during the work placement and agree the tasks and experience to be ideally covered during the placement.
- Be in regular communication with both the host employer and student.
- Supervise, and take ultimately responsible, for any assessment related to this placement.
- Remove any student(s) from the work placement if requested by the host employer or the student(s) for any reason.

I have read, understood and agree to this agreement:

Programme/ Course enrolled:	<b>Employer:</b>
Date(s) of Workplace Training:	
JNPAT Instructor:	Contact:
Signature:	Date:
Host Supervisor:	Contact:
Signature:	Date:
Student Name:	Contact:
Student Signature:	Date:

## OFFSITE LEARNING AGREEMENT

This Offsite learning form is for those JNPAT students who are at temporary or permanent sites with JNPAT approved sub-contractors. This form does not replace any Site-specific forms required by the Site. **Please refer to JNPAT's Off-site Fieldtrips and Workplace Components policy.**

Programme / Course enrolled:
JNPAT Approved Site of learning:
Date(s) of learning:

In this agreement the offsite learning facility shall be referred to as 'the Site'; the offsite trainer shall be referred to as 'Site Trainer'

### **SITE TRAINER RESPONSIBILITIES:**

As the site representative, I agree that:

- I will make sure that the student complies with all requirements of the Health and Safety at Work Act 2015.
- I will make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Student(s) will be inducted in line with our company and site policies, including briefing on health and safety issues, emergency procedures and equipment on the first day of the placement.
- In the unlikely event of incident or injury our company Health and Safety Policy will be followed.
- The student(s) will work alongside designated staff and where appropriate will be provided with the opportunity to carry out tasks under supervision.
- We will allow JNPAT staff to access the student(s) at any time, and conduct assessments on site, subject to operational and safety requirements.

### **STUDENT/LEARNER RESPONSIBILITIES**

As a JNPAT student learning at the Site, I agree that I will:

- Comply with all requirements of the Health and Safety at Work Act 2015.
- Make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Respect the property, practices and personnel of the Site and follow all health and safety and other requirements of the working environment.
- Contact Site Trainer and /or JNPAT in advance, if I am unable to attend because of sickness, bereavement, or other circumstances.
- Treat all information confidentially, except as agreed to meet the programme requirements.
- Any other JNPAT student-specific terms (these may require negotiation).



## JNP AVIATION TRAINING (JNPAT) RESPONSIBILITIES

As the JNPAT representative I agree that JNPAT will:

- Make sure that the student complies with all requirements of the Health and Safety at Work Act 2015.
- Make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Be in regular communication with both the Site Trainer and student.
- Supervise and take responsibility for any assessment related to this placement.
- Remove any student(s) from the Site if requested by Site or student(s) for any reason.
- I can be contacted at any time during the work placement (contact details above)

I have read, understood and agree to this agreement:

JNPAT Representative/s:	Contact:
Signature:	Date:
Site Trainer	Contact:
Signature:	Date:
Student Name:	Contact:
Student Signature:	Date:

## ONLINE SAFETY & RESPONSIBLE USE POLICY

Chief Executive Officer Approval	Effective Date: October 2022	Review Date: As required
Contact Authority: General Manager (Training)		

### DEFINITIONS

#### Computer

Includes any electronic device provided by JNPAT, or connected to its networks, which can access the internet.

#### Internet usage

For this policy internet usage includes accessing websites, email, peer to peer networking and data sharing and "internet" has a corresponding meaning.

#### Inappropriate material

Is material which could reasonably be described as unsuitable, or offensive having regard to the nature of the particular workplace and includes material which is pornographic or is otherwise objectionable

### PURPOSE

JNPAT is committed to creating a safe online learning environment, and to the assurance of our learners as capable digital citizens. JNPAT Senior management considers the benefits and risks associated with technology use when making any decisions related to the purchase or use of technology.

JNPAT seeks to foster a culture of successful digital citizenship in our students, staff and our wider community. We encourage everyone to take responsibility for themselves and others in their use of digital technology and online environments.

This policy sets out what is acceptable use of Internet technology (IT) and applies to:

- All learners, employees, contractors and subcontractors who use JNPAT technology and systems.
- Wherever and whenever JNPAT IT and systems are used — on site or away from JNPAT.
- JNPAT IT and personal IT used at JNPAT

### STATUTORY COMPLIANCE

Harmful Digital Communications Act (HDCA) 2015

Unsolicited Electronic messages Act 2007

Human Rights Act 1993

**Privacy Act 2020**

**JNPAT incorporates and abides by the HDCA (2015) has 10 communication principles, which say a digital communication should not:**

- disclose sensitive personal facts about a person
- be threatening, intimidating or menacing
- be grossly offensive
- be obscene or indecent
- be used to harass a person
- make a false allegation
- break confidences
- incite or encourage anyone to send a deliberately harmful message
- incite or encourage a person to harm themselves or commit suicide
- denigrate a person's colour, race, ethnic or national origins, religion, gender, sexual orientation or disability.

## **POLICY**

All staff and ākonga must use IT and systems responsibly and reasonably. Use must not interfere with JNPAT work and/or learning responsibilities, harm JNPAT as a PTE or other people, or be illegal.

**This means JNPAT staff and learners must not:**

- harass, bully or offend anyone
- harm JNPAT or its reputation as a PTE
- infringe rights or the law
- cause legal problems for JNPAT, eg defaming someone or making false claims
- disclose any confidential information about any other staff or learner whilst at JNPAT; or other private or confidential information
- risk the security, safety or ability of our systems, eg by downloading, streaming or storing music, video or images or by opening suspicious or unexpected attachments
- All staff and learners are also responsible for:

Any damage or loss resulting from misuse of technology. Keeping all JNPAT information, eg contact information, files and emails, secure. Keeping any JNPAT devices safe and secure when they are outside the workplace.

## **Hardware and software**

JNPAT staff and learners can use JNPAT computer-related hardware and software, including PCs, tablets, data sticks, digital files and information, operating systems, programs, apps and social media.

JNPAT staff and learners can use JNPAT internet access, including Wi-Fi.

Use of JNPAT IT must meet the JNPAT rules set out at the start of this policy and all JNPAT staff and learners must:

- use software and hardware JNPAT has approved

- keep passwords secret and hard to guess
- keep our Wi-Fi user names, access codes and passwords secret

JNPAT staff and learners can't view or download material, or visit websites that could be thought offensive, inappropriate or illegal.

JNPAT staff and learners can use JNPAT computers and internet connection for JNPAT purposes only, and:

- Outside work if you have permission: See Online Safety & Responsible Use Agreement
- Only in JNPAT

### **Email**

When using your student or work JNPAT email account(s), you must meet the JNPAT rules set out at the start of this policy. JNPAT staff and learners must:

- only use email accounts you have permission to.

### **JNPAT email can be used for:**

- JNPAT related work and learning

### **Social media**

Use of JNPAT's work social media account(s) must meet the JNPAT rules set out at the start of this policy. You can:

- Access and use social media using JNPAT IT for work purposes only.

### **Photos and videos**

- You can only take photos or videos in the workplace for lawful and learning and/or work-related purposes.
- You can take photographs or videos, eg for Snapchat, Pinterest and Instagram, in the workplace with our permission, and the permission of those people present in the photographs or videos.

## **PROCEDURES**

If a staff member or learner feels their safety has been comprised when it comes to the internet, in any way, talk to a JNPAT staff member immediately.

If a staff member or learner receive a digital communication that breaks any of the principles from Harmful Digital Communications Act (HDCA) 2015 (see above), please talk to a JNPAT staff member immediately.

You can complain to Netsafe (<https://netsafe.org.nz/reportanincident/>). If they can't resolve your complaint, you can apply for court orders against the author or host of the communication. If you make a complaint or take court action, point out which principles have been broken.

The HDCA also makes it illegal to post a digital communication with the intention of causing serious emotional distress to someone else.

Except where a breach of the rules stated above are a risk to the immediate physical safety of other students, students should receive a verbal warning that the behaviour is unacceptable and be given an opportunity to explain the circumstances leading to the behaviour.

Any repeat of the behaviour will result in the student receiving a written warning and/or notification that a disciplinary action will be initiated. Any further breaches will result in the initiation of the disciplinary process.

Where the breach is serious and poses a risk to other students, the student may be immediately suspended while an investigation is conducted.

Where the breach is a criminal act and represents a risk to other students, immediate action must be taken to keep other students safe, and the matter must be reported to the police. Any such breach will result in immediate initiation of the disciplinary process. All breaches of the Student Code of Conduct that are managed within the Senior management team without escalation must be documented and the record accessible to the CEO, GM, Academic Lead and Akonga Support Lead.

Health and Safety are to be advised of any serious breach of the Student Code of Conduct e.g. bullying, harassment, violence, including online (See Health, Safety & Wellbeing Commitments Policy)

Where a disciplinary process is initiated, the student(s) involved will be notified, within five (5) working days, in writing of the disciplinary process, the process used in investigating the reported breach, their right to get independent advice and support, and the possible outcomes of the process.

A student who is unhappy with the outcome of the disciplinary process may appeal the findings by writing to the Chief Executive (CE) requesting an appeal of the decision, within ten (10) working days of their receipt of the notification of the outcome.

The CE will investigate the process used in arriving at the resolution to ensure that it has been fair and consistent with natural justice principles and that the outcome is appropriate. They will notify the appellant of their decision in relation to this investigation within ten (10) working days of receiving the appeal.

Possible outcomes include upholding the decision, initiating a further investigation or approving an alternative action.

Students who are not satisfied with the CE's decision may appeal it to the Tertiary Ombudsman or to NZQA.

## **Referral Documents**

Online Safety & Responsible Use Agreement

Student Handbook

## **OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's performance in matters related to creating a safe online learning environment, and to the assurance of our learners as capable digital citizens, to

ensure the requirements of the Education & Training Act 2020 in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

**REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Review	2 July 2025



### Online Safety & Responsible Use Agreement:

Use of the internet at JNPAT is only allowed if this Online Safety & Responsible Use Agreement form is signed and returned.

When using information & communications technologies (ICT) at JNPAT I will always be a responsible digital citizen. This means that I agree to:

- Respect JNPAT equipment by being careful with devices or computers
- Use ICT to communicate with others in responsible and positive ways
- Use my JNPAT email responsibly
- Immediately report any unacceptable or dangerous material that I accidentally come across to a JNPAT staff member
- Use the internet for the purpose of learning
- Share and respect the available devices in JNPAT and do not remove these from JNPAT premises.
- Personal BYOD devices are exclusive to your own use
- Keep my password to myself

I have read the Online Safety & Responsible Use Agreement, and the JNPAT Online Safety & Responsible Use Policy and I know what the rules are about the use of computers and the internet at JNPAT.

I know that if I break these rules there will be consequences. My email accounts can be suspended and my access to the internet restricted. In addition, further disciplinary action may be carried out as written in the JNPAT Online Safety & Responsible Use Policy above.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Device loan agreement for learners

This agreement is between:

1) JNP Aviation Training (“the school”)  
 (“I”)

It governs the use and care of devices assigned to the Learner This agreement covers the period from the date the device is issued through to the return date of the device to the school. All issued equipment shall remain the sole property of the school and is governed by the school’s policies.

1. The school is lending the learner a device (“the equipment”) for the purpose of completing study and training. This agreement sets the conditions for taking a JNP Aviation Training device (“the equipment”)] home.

I confirm that I have read the terms and conditions set out in the agreement and my signature at the end of this agreement confirms that the learner will adhere to the terms of loan.

### 2. Damage/loss

By signing this agreement I agree to take full responsibility for the loan equipment issued to the me and I have read or heard this agreement read aloud and understand the conditions of the agreement.

I understand that I am responsible for the equipment at all times whether on the school’s property or not.

If the equipment is damaged, lost or stolen, I will immediately, and I acknowledge that I am responsible for the reasonable costs requested by the school to repair or replace the equipment. If the equipment is stolen, I will also immediately inform the police.

I agree to keep the equipment in good condition and to return it to the school on demand from the school in the same condition.

- Keep the device in a secure place when not in use
- I will not leave the equipment unsupervised in unsecured areas.
- Don’t leave the device in a car or on show at home
- Don’t eat or drink around the device
- Don’t lend the device to siblings or friends
- Don’t leave the equipment unsupervised in unsecured areas

### 3. Unacceptable use

I am aware that the school monitors activity on this device.

I agree that I will not carry out any activity that constitutes ‘unacceptable use’.

This includes, but is not limited to the following:

Include details of your acceptable use policy for devices, e.g.:

- Using ICT or the internet to bully or harass someone else, or to promote unlawful discrimination
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Causing intentional damage to ICT facilities or materials
- Using inappropriate or offensive language



#### 4. Personal use

I agree that I will only use this device for educational purposes and not for personal use and will not loan the equipment to any other person.

#### 5. Data protection

I agree to take the following measures to keep the data on the device protected.

- Keep the equipment password-protected
- Make sure I lock the equipment if it's left inactive for a period of time
- Do not share the equipment among family or friends
- Install the latest updates to operating systems, as prompted

If I need help doing any of the above, I will contact JNP Aviation Training on the email [admin@jnpat.ac.nz](mailto:admin@jnpat.ac.nz)

#### 6. Return date

I will return the device in its original condition to the school within 7 of being requested to do so.

I will ensure the return of the equipment to the school if I no longer attend the school.

#### 7. Consent

By signing this form, I confirm that I have read and agree to the terms and conditions set out above.

Learner FULL NAME	
Learner signature	

## PRIVACY POLICY

Chief Executive Officer Approval	Effective Date: Oct 2024	Review Date: As required
Contact Authority: General Manager (Training)		

### PURPOSE

Privacy is everyone's responsibility.

We are committed to protecting the privacy of our students, staff, and stakeholders. This policy outlines how we collect, use, disclose, and protect personal information in accordance with the Privacy Act 2020.

### Scope

This policy applies to all students, staff, contractors, and visitors interacting with our training services, systems, and facilities.

### Key Principles

- Data Minimisation: We only collect personal information necessary for our operations.
- Transparency: We inform individuals about what data we collect and why.
- Security: We protect personal information from misuse and unauthorized access.
- Use Limitation: We only use personal information for the purposes it was collected.
- Privacy Rights: Individuals have the right to access and correct their personal information.

### Collection & Use

Personal information is collected directly from individuals unless legally permitted otherwise. Individuals are informed about the purpose of collection and their rights. Unique identifiers (e.g., NSN, IRD number) are used only when necessary and lawfully permitted.

### Disclosure

Information is disclosed only for the purpose it was collected or when legally required. Overseas disclosures require assurance of adequate data protection.

### Access & Correction

Individuals may request access to or correction of their personal information.

### Security & Retention

Personal information is securely stored and retained only as long as necessary.

### Privacy Breach Management Process

#### Identification and Containment

Any staff member who becomes aware of a breach must report it immediately to the General Manager (Training). Immediate steps will be taken to contain the breach and prevent further unauthorized access.

#### Assessment

The breach will be assessed to determine its nature, scope, and potential impact. Consideration will be given to the sensitivity of the information and the number of individuals affected.

**Notification**

If the breach poses a risk of harm, affected individuals will be notified promptly. The Office of the Privacy Commissioner will be informed if required under the Privacy Act 2020.

**Investigation and Remediation**

An internal investigation will be conducted to identify the cause of the breach. Corrective actions will be implemented to prevent recurrence.

**Documentation**

All breaches and responses will be documented and reviewed as part of ongoing privacy compliance.

**Responsibilities**

All Staff: Must comply with this policy and participate in privacy training.

Managers: Support staff and ensure privacy issues are managed appropriately.

Privacy Officer: Oversees privacy compliance, manages breaches and complaints, and liaises with regulators.

**OPERATIONAL RESPONSIBILITY**

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT’s responsibility and actions related to privacy to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

**REVISION HISTORY**

Versions	Description of Change	Effective Date
2	Update	3 July 2025

## DELIVERY TO SECONDARY SCHOOL STUDENTS' POLICY

Chief Executive Officer Approval	Effective Date: July 2025	Review Date: As required
Contact Authority: General Manager (Training)		

### Purpose

This policy outlines the responsibilities and procedures JNP Aviation Training follows when delivering NZQA-approved micro-credentials and unit standards to secondary school students. It ensures alignment with the NZQA Micro-credential Guidelines and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

### Scope

This policy applies to all JNP Aviation Training staff, secondary school students enrolled in our programmes, and partner secondary schools with whom we have a Memorandum of Understanding (MoU).

### Policy Statements

#### 1. Eligibility and Enrolment

- Secondary school students must be enrolled through a formal partnership between their school and JNP Aviation Training, supported by a signed MoU.
- Students must meet the entry requirements for the relevant micro-credential or unit standard. Enrolment must be approved by both the school and the student's parent or guardian.

#### 2. Programme Delivery

- All programmes delivered to secondary students are NZQA-approved and align with the New Zealand Qualifications and Credentials Framework (NZQCF).
- Delivery is tailored to suit the learning needs and maturity of secondary students, while maintaining academic integrity and assessment standards.
- Delivery may occur on-site at JNP Aviation Training, online, or at the partner school, as agreed in the MoU.

#### 3. Pastoral Care and Wellbeing

- JNP Aviation Training aligns with to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and upholds its obligations to support the wellbeing and safety of all learners.
- Secondary students are provided with age-appropriate support, including orientation, academic guidance, and access to wellbeing services.

#### 4. Assessment and Moderation

- Assessments are conducted in accordance with NZQA requirements and internal moderation policies
- Students are informed of assessment criteria, deadlines, and opportunities for resubmission or appeal.

#### 5. Communication and Reporting

- Regular communication is maintained with partner schools regarding student attendance, progress, and wellbeing.  
Reports are shared with schools and parents/guardians as outlined in the MoU.

#### 6. Privacy and Consent

- Personal information of secondary students is collected and managed in accordance with the Privacy Act 2020.
- Consent is obtained from students and their guardians for enrolment, data sharing, and participation in the programme.

#### 7. Memorandum of Understanding (MoU)

- A current MoU must be in place with each participating school, outlining roles, responsibilities, and expectations.
- The MoU is reviewed annually or as required to reflect changes in programme delivery or policy.

### OPERATIONAL RESPONSIBILITY

The Chief Executive Officer, or delegate has responsibility for day-to day compliance with this policy and annual review that evaluates JNPAT's responsibility and actions related to JNP Aviation Training's delivery of NZQA-approved micro-credentials and unit standards to secondary school student to ensure the requirements of the Education and Training Act in respect of statutory and legislative obligations, national and NZQA guidelines are met.

The Chief Executive Officer holds responsibility for approval and implementation of this policy and any subsequent amendments to it.

### REVISION HISTORY

Versions	Description of Change	Effective Date
2	New	3 July 2025

