

Student Handbook

Everything you need to know while you're studying with Training For You

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Online learning



Handy Information



How Programmes Work



Student Feedback



trainingfor you

He Akoranga Māu

inspiring futures | realising potential | achieving success

Hei whakamanawa i a tātou mō āpōpō

MIHI WHAKATAU WELCOME

144-152 Ingestre Street,
Whanganui

Office Hours: 8.30am - 5pm
Weekdays

Phone: 0800 438 848 or 06 349 0047
Web: www.trainingforyou.co.nz
Email: info@trainingforyou.co.nz
facebook.com/trainingforyou

Nau mau, haere mai, whakatau mai ra e te iwi whānui,
kia whakapiri tātou i raro i ngā manaakitanga korowai o
ēnei Piringa Whare ko "He Akoranga Māu"

Come, welcome, rest, let's all come together under the
supportive and nurturing cloak of our beautiful houses at
Training For You.

WELCOME TO TRAINING FOR YOU

CAMPUS MANAGER

Emma Murphy



Tēnā koutou katoa.

Congratulations on making the decision to enrol at Training For You. We are so pleased you have joined our whanau and we are looking forward to supporting your learning journey.

Training For You strongly believes that education is the key to creating a successful future. We are here to encourage and support, so that we can walk beside you on your journey to achieve your goals.

We strive to make your learning experience as good as it can be. I would love to hear any suggestions that you have about how your course could be improved, along with any feedback, please feel free to email me; emma@trainingforyou.co.nz.

Noho ora mai

Emma

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Using Your Student Handbook

This handbook is designed to help you become familiar with our organisation, its relevant company policies and procedures, and what is required of you while you are enrolled with us.

If you see a reference to a company policy or procedure and would like to view the entire document, you can do so by emailing info@trainingforyou.co.nz



ABOUT US

Training For You is passionate about providing quality education that supports your dreams and aspirations for education and employment.

Training For You is a Private Training Establishment registered and accredited by New Zealand Qualifications Authority (NZQA) under the provisions of the Education Act 1989.



Our Vision

At Training For You we strongly believe that education is the key to creating different futures for our students. Whether in a workplace or on a vocational course, helping one person achieve in education and training has positive flow-on effects for their family, their employer and the wider community. Our vision, Inspiring Futures, Realising Potential and Achieving Success, best captures this belief.



Our People

Our staff are highly qualified, with valuable experience and expertise in their industry.

We pride ourselves on creating a team-orientated environment that provides flexible working conditions, organisation-wide professional development.

ONLINE LEARNING

Online learning supports you to learn in your own time, in your own home. However, we will be with you every step of the way.

Each online course has a dedicated tutor who is trained in the subject matter and experienced at supporting learning via distance. They are 100% committed to supporting you to achieve success. They will guide you through the course and be onhand to support you to understand the course requirements. They will check in with you, give you feedback on how you are progressing, and encourage your success - all at a time that is convenient to you.

We use the online learning platform iQualify which is flexible and easy to use. Once you are registered, your Tutor will guide you through the platform to ensure you understand how to access all the tools you will need to complete the course.

We are here to help you on your journey. At any time, do not hesitate to contact your tutor, or the Training For You team;

- by phone: 0800 438 848
- by email: info@trainingforyou.co.nz

HANDY INFORMATION



Kerran Bartley
Teacher Aide and NZCALNE
Tutor



Leanne Jones
Early Childhood Education
Tutor



Ali Norton
Team Leader



Raita Carmichael
Receptionist



Stacey Buchanan
Administrator

Student Academic Record

An academic transcript is available on request.

The academic transcript provides you with details of the unit standards or modules that you have achieved while on your programme at Training For You.

Equal Opportunities

Training For You is dedicated to providing an environment that is inclusive for all students regardless of age, gender, race, disability, religion, or sexual orientation, as per the Human Rights Act 1993.

We embrace biculturalism and ensure that Maori, Pasifika and students from other cultures are taught in a way that respects their culture and encourages understanding of other cultures.

Student Information and the Privacy Act

External agencies such as the Tertiary Education Commission (TEC), NZQA, Ministry of Social Development (MSD) and NZ Police need to know certain personal details in order to allow Training For You to enrol students and carry out training.

By signing enrolment forms students allow personal information to be shared with other training providers, TEC, the Ministry of Education (MOE) and NZQA. It also allows the training provider to gather information from these places. For example, the company may need to:

- Check if students meet specific criteria
- Find out if students have already completed unit standards.

Students have the right to find out what information an organisation has, see the information and ask for it to be changed if incorrect.

You are welcome at any time to view the information that Training For You holds on your enrolment file. Please contact info@trainingforyou.co.nz to request your enrolment information.

Policy available on request: [Privacy](#)

HOW PROGRAMMES WORK

What is a Unit Standard?

Each unit standard registered on the National Qualifications Framework describes what a learner needs to know or what they must be able to achieve.

Each unit standard is worth a prescribed amount of credits which count towards achievement of a qualification. Your progress in completion of unit standards is recorded and your results are available on request from the administration office.

If you do not complete a full qualification with Training For You, any unit standards you have successfully completed will be reported to NZQA.

What is a module?

A module is a component of study that has been developed by Training For You, and includes a number of learning outcomes, or topics. Modules vary in their credit value, and count towards the completion of a qualification. Modules can contain a theory component, a practical component, or both. Your progress in completion of modules is recorded, and your results are available on request from the Administration office.

Modules that contain unit standards will be reported to NZQA upon successful completion.

Assessment

Assessment refers to a variety of methods used to judge student's achievement when measured against the Learning Outcomes and the Evidence Requirements of a unit standard or module.

If for any reason you do not achieve a unit standard or a module first time around, do not worry. You will be allowed a second attempt at the parts you do not get right the first time.

Policy available on request: [Assessment](#)

Appeals

If you do not agree with the marking of an assessment you have the right to ask that your assessment result is reconsidered. You will need to explain within five working days, the reasons you believe the final assessment decision is unfair or incorrect. The assessment will be re-examined and you will be notified of the result of the appeal, in writing, within five working days of the appeal being made.

If you are still not satisfied you may appeal in writing.

Policy available on request: [Appeals - Academic Records](#)



“I have been grateful for the prompt marking, as it never left me 'hanging' for results and allowed plenty of time for correction.”

Suzanne, Online Learner

“I found the tutor’s comments on my assignments really motivating.”

Jillian, Online Learner

Recognition of Prior Learning

In education there is a process called Recognition of Prior Learning (RPL). This is about recognising the skills, knowledge and understanding that people have already gained from experience or training in other organisations and matching this learning against the learning outcomes within the programme of study at Training For You. If prior learning matches the learning outcomes, credits can be awarded through the RPL process.

If you think RPL applies to you, please talk to your tutor as soon as possible so that your prior learning can be assessed. You will need to complete an application form. Your tutor will explain this to you.

Assessment can happen in two ways:

- Submission of an evidence portfolio which is then assessed by the tutor for alignment with the New Zealand qualification's graduate profile and the learning outcomes within the course or courses;
- Completion of the assessment task(s). People who have already gained skills and knowledge can be assessed immediately without having to attend classes. An application for Cross Credit is \$50. You need to pay this when you apply.

An application for Assessment of Prior Learning is \$50 plus an assessment fee of \$35 per hour.

You need to pay the \$50 when you apply. You will be invoiced for the assessment fee, to a maximum of four hours.

Policy available on request:
[Recognition of Prior Learning](#)

This policy includes information about fees relating to the RPL process.

Recognition of Current Competency

Some qualifications have requirements for current competency. The process is called Recognition of Current Competency (RCC). Sometimes students have achieved unit standards from school or other organisations but the content may be too old to count towards the new qualification.

Unit standards already achieved are identified by the Training For You administration team via the student's NZQA record of achievement and checked by the tutor for currency. If the credits you have already achieved are 'out-of-date' your tutor will let you know.



“This course might be distance learning, but guidelines, reminders and support are really there.”

Karla, Online Learner

“I enjoyed reading the reflections on my submissions, as these increased my confidence that I was on the right track.”

Mark, Online Learner

STUDENT FEEDBACK

Student feedback is important to us. We want to hear from you so please don't be shy. Everyone at Training For You is here to make your learning journey the best experience to inspire you to create your future, help you realise your potential and support you to achieve success. If we are not doing these things, please tell us. We can't support you if we don't know you are struggling. We can't fix things that need improving if we don't know what could be better for you.

Issues and Concerns

We encourage you to raise any concern, no matter how small it may seem. It is always better to raise something small, and to fix it, before it snowballs out of control. If you have a concern, please tell your tutor. If you feel you cannot speak with your tutor, please contact; emma@trainingforyou.co.nz.

If you have raised your concern with someone at Training For You and it has not been addressed, you can make a formal complaint. We have a complaints procedure which you can access on request.

In summary this is what you need to do:

1. Have a concern? Please tell your tutor or someone else at Training For You so we can put it right.
2. Is your concern unresolved? Please let us know by making a formal complaint. Your complaint will be investigated by the Campus Manager depending on what the concern is.
3. Has your concern still not been addressed by Training For You to your satisfaction? Training For You is quality assured by NZQA. This means you are able to make a formal complaint about your unresolved concern with NZQA. The New Zealand Qualifications Authority's [website](https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/) (<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/>) provides useful information about the avenues available to you

Policy available on request:
[Student Complaint](#)

Withdrawals

Please don't go. We really want you to finish your programme and celebrate success. Before you decide to leave us, please talk to your tutor. But we do understand that sometimes things change and you need to do something else or put your study on hold.

Please talk to your tutor or a member of the administration team. They will explain the withdrawal process and give you a withdrawal form to complete. Even if you have not paid fees but are withdrawing from your programme, you still need to complete a withdrawal form.

Policy available on request: Student Withdrawal and Refund
MAKE A FORMAL COMPLAINT ABOUT AN ORGANISATION

To make a formal complaint about an organisation:

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

1. Download the formal complaint form from the NZQA website.
2. Send your completed complaint form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

Or email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz.

If you need more information on the complaints process, contact NZQA on 0800 697 296.

CODE OF PASTORAL CARE

The purpose of this code is to ensure that our learners can succeed academically in a safe, healthy and supportive learning environment where you:

- are accepted and respected
- receive an education that values your identity, language and culture, and those of your family and whanau.

If you would like more information on the Code of Practice - please visit www.nzqa.govt.nz

TRAINING FOR YOU CODE OF PASTORAL CARE

Strategic Goal 1: To respect the diverse backgrounds of our learners and staff
To respect and care for one another, in a supportive, positive, and encouraging environment.

Strategic Goal 2: To have a culture of openness and belonging
We value each other's opinions and speak positively and constructively with one another.

Strategic Goal 3: To challenge, reflect, share, and celebrate success
We try new things, reflect on learning progress, share experiences, celebrate success, and embrace change. We go the extra mile for all our learners.

Strategic Goal 4: To be inclusive and value diversity
We understand that we are stronger together. We are inclusive, kind, encourage camaraderie and try to keep a sense of humour.

Strategic Goal 5: Safe, inclusive, supportive, and accessible physical and digital learning environments
We provide safe, inclusive, supportive, and accessible physical and digital learning environments that meet the needs of our learners.

FEES FREE

Fees Free at Training For You

Training For You can offer fees-free tertiary education for people new to tertiary study. If you are planning to start tertiary study or training for the first time, you may be eligible for fees-free support.

Eligibility

You may be eligible for Fees Free if you are:

- a New Zealander or ordinarily resident in New Zealand; and
- a recent secondary school leaver; or
- not a recent secondary school leaver but have undertaken less than half a year of tertiary study or training.

Eligible qualification and programme criteria

- Funded by the Tertiary Education Commission
- Recognised by the New Zealand Qualifications Authority
- Level 3 or above on the New Zealand Qualifications Framework

Find out if you are eligible

To find out if you are eligible go to www.feesfree.govt.nz and enter your national student number (NSI). If you do not know your NSI there is a helpful link, and if you have more questions, see the FAQs on the fees free website.

Amount of funding available

There is a limit of NZ\$12,000.00 for fees, which will cover tuition fees, associated mandatory fees at Training For You.

If you are eligible and wanting to enrol:

Please let us know when you are enrolling with us – it is that simple!



trainingfor you

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