trainingforyou
He Akoranga Māu
inspiring futures | realising potential | achieving success
Hei whakamanawa i a tātou mō āpōpō

9270

Student Handbook

Everything you need to know while you're at Training For You

- About Us
- Learning Support
- Handy Information
- How Programmes Work
- Student Feedback

MIHI WHAKATAU
WELCOME

144-152 Ingestre Street, Whanganui

Office Hours:
8.30am - 4:30pm Monday - Thursday
8:30am - 3pm - Fridays

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

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 welcome suggestions that you have about how your course, or the campus could be improved. Please pop in to see me at any time, or email 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 its relevant policies and procedures, and what is required of you while you are enrolled with us.

If you see a reference to a policy or procedure and would like to view the entire document, you can do so in the Student Sharepoint site.

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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.

OUR SERVICES

We offer a range of services that support your personal needs whilst at Training For You:

Computer Suite

We have computers on our campus that are available for your use. If you need access to a computer, have a chat to your Tutor.

Student Kitchen

Have you checked out the Student Kitchen?
The Student Kitchen is there for you to use throughout the day. There is tea and coffee, a toaster and a microwave for you to use. Breakfast is provided for you to have before your class starts, along with some noodles and fresh fruit if you need a snack throughout the day.

We have drinkable water on site, so bring your own resealable water bottle.

Chewing gum is not permitted on our campus.

Nurses Clinic

We have a nurses clinic onsite every Monday between 2pm-3pm for you to utilise.

The team here can support you with your health and wellbeing - all free of charge!

FREE Transport

Are you struggling to get to campus?
We want to see you at campus every day. If transport is becoming a barrier to your attendance, chat to your tutor. The Van is able to pick you up, and drop you off each day!

Safe Space

We are an accredited safe space for our community

GRADUATION

At Training For You we love celebrating milestones, and our yearly graduation is one of the highlights! Each year in December, we come together to celebrate the amazing growth, learning, and achievements of our learners.

Families, whānau, and friends are all invited to join the festivities as we celebrate this special moment, while having the opportunity to reconnect with your Classmates and Training For You team.

Your Tutor will let you know the date for this years celebration, we hope to see you there.

LEARNING SUPPORT

We offer a range of services that support your education needs whilst at Training For You.

These include:

- one to one learning support for all programmes;
- classroom learning support for all abilities;
- pastoral care - health and wellbeing;
- career planning, and assistance with future study opportunities;
- guidance with financial support i.e. Studylink.

Ideas and advice

We are here to help you on your journey. At any time don't hesitate to talk to your tutor or any of the Training For You staff;

- pop into Reception
- phone: 0800 438 848
- email: info@trainingforyou.co.nz

LEARNER INFORMATION ATTESTATION

Conflict of Interest

Private Training Establishments (PTEs) are required to provide prospective learners with a written statement covering the item below.

Training For You advises that the governing members of this organisation have the following interests in other educational or immigration services:

Mike Kelleher (Managing Director, Training For You) also owns a Wellington-based PTE, Capital Training.
Training For You is quality assured by NZQA.
The most recent quality assurance report (EER) can be found on the NZQA website.

HANDY INFORMATION

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 the administration office to request your enrolment information.

Policy available on request: Privacy

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.

Health and Safety

Training For You is committed to ensuring everyone remains healthy and safe from harm while on campus. We embrace our responsibilities under the Health and Safety at Work Act 2015 and have a health and safety system that includes the Hazard Register, the Health and Safety Policy and safety-related procedures such as emergency evacuations. Your tutors will make you aware of the hazards and safety procedures that relate to your programme.

New Zealand's health and safety legislation is clear about the role we all have in making sure everyone goes home healthy and safe. This means we all have a responsibility to keep ourselves and others free from harm.
If you see or hear about anything on campus that could lead to harm, please tell us.
We are here to help.

Policy available on request: Health and Safety

OUR RESPONSIBILITIES

While on course with us, Training For You aims to ensure that all learners and staff are supported in their learning. To ensure this happens, in all our learning environments learners must be aware and adhere to our responsibilities and course requirements.

Attendance

At Training For You we have a minimum attendance of 80% for our on-campus programmes. You are required to arrive on time every day, go to all classes and follow your tutor's instructions. Each tutor will record your attendance each day for reporting requirements.

Absences and Lateness

It is your responsibility to ensure you contact us by phone or message at least 30 minutes before your course start time if you are going to be late or absent. If we do not hear from you, or you have not applied for leave, then you are not excused.

If you are late or absent you must do one of the following:

- Contact your tutor
- Leave a voicemail message on 0800 438 848 freephone from your mobile.
- Send a text message to your tutor.
- Email info@trainingforyou.co.nz

If your contact details change please inform reception staff or your tutor immediately, so the changes can be updated on our system. If you are under 18, we need to have your parent, guardian or caregiver's full name, phone number and email address. If you are over 18, we sill need an emergency contact person, and alternative contact and next of kin.

Please note that:

We are closed on public holidays.

If you need to take time off at other times in the year, please apply for leave with your tutor. It is at their discretion whether your leave is approved.

For unexplained lateness and absences, your tutor will attempt to contact you.

For absences of three days or more due to illness, we require a medical certificate.

After five consecutive days of unexplained and unnoted absence, you are at risk of being withdrawn from your learning programme.

If you have been withdrawn and you want to return, you must reapply. It will be at the discretion of Training For You whether or not you can return.

Learning Environment

We encourage a supportive, inclusive and respectful learning environment. At Training For You we expect you to:

- Wear tidy, clean clothes and shoes that are suitable for a learning environment.
- Remove sunglasses and gang-affiliated wear while at our training campus.
- Maintain good standards of personal hygiene and cleanliness as these are an important part of your overall presentation.
- Put your mobile phone on silent during class time.
- Do not answer your phone during class time. This includes texting. If you are expecting a call, please discuss this with your tutor to make them aware.
- Make medical, dental, Work & Income or any other appointments outside of course hours.
- Treat all books, computers, resources and other equipment with care. Please report any breakages or loss to your tutor or another staff member.

Your Future

As part of your programme, your tutor will help support you in developing an individual learning plan and setting goals. This includes exploring further education options and assisting you with employment preparation.

Accountability

All our staff members are trained to help you succeed. Your tutors will show you how to track your progress, develop professional habits and build your skills. If you need any help, feel free to approach them.

All information about you as a learner is kept confidential and secure, in accordance with the Privacy Act. Training For You will not discuss information about you with anyone other than the relevant agencies to your education.

Emergency Procedures

There are signs displayed around the centre explaining the emergency procedures and where the assembly area is. Please read these signs and note the exits for each room. You MUST co-operate with all safety drills.

Fire

Please assemble at the assembly point and do not leave until you have checked in with a staff member. Stay away from the entrance and surrounding areas to the building.

Earthquake

Remain in the building. Take shelter under tables, in doorways or against non-glass walls.

Hazards

If you notice any dangers or safety risks in the building, please report them to a staff member.

Emergency Closure

In the event of a Civil Defence Emergency, the campus will close and when it is safe to leave the building, we will make our way to the Civil Defence meeting area.

First Aid

Basic first aid equipment is available at reception; the staff will assist you. We are not allowed to give you any medications such as Panadol or Nurofen.

If you are asthmatic, please have your inhaler with you at all times as we will not share an inhaler for health reasons.

For your safety, please let your tutors know if you suffer from any medical condition - then we know what necessary action should be taken in the event of a medical emergency.

For more information or the location of the emergency procedures in your classroom, please talk to a staff member.

For all other emergencies and drills, please always follow the instructions of the staff.

OUR RULES

While learning with us at Training For You, all learners must agree to abide by our rules.

Instant Dismissal

Instant dismissal may occur at the discretion of the Campus Manager in the following circumstances:

- theft
- bullying
- violence
- a serious breach of Training For You systems
- intentional damage to Training For You property
- possession of either drugs or alcohol on Training For You premises
- abusive or threatening behaviour, either physical or verbal, to staff or other learner.
- anything else considered serious misconduct at the discretion of the Managing Director.

Learner Warnings and Withdrawals

If a fully enrolled learner is in breach of attendance and academic requirements or in breach of Training For You rules and regulations, the procedure is one verbal warning and two written warnings before being withdrawn from the course.

In the case of drugs, alcohol, or any behaviour that can seriously endanger others, or by not meeting agreement standards, dismissal can be immediate. The learner retails the right of appeal as outlined in the complaints procedure section of the handbook.

If you display behaviour that is not aligned with Training For You values and rules, your tutor will meet with you to discuss your behaviour. This may result in you receiving a verbal or written warning, depending on the severity of your behaviour. All disciplinary matters will be recorded for reference.

Building Rules

Our campus is smoke and vape free. This includes the whole of campus, plus the surrounding 10-metre radius.

Keep your valuables with you at all times. Training For You takes no responsibility for any property left, lost or stolen at the campus.

Students must abide by all general and campus rules and regulations.

Extensions

As a learner, you are expected to finish your programme within a specified time frame.

Extensions will only be granted if candidates meet expectations relating to attendance, achievement and attitude.

Any extensions must be approved by the Manager. The candidate and tutor will need to set an Individual Learning Plan for any granted extensions.

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.

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 tell a member of the administration team, student support or the Campus Manager.

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 also have an online portal for any complaints, you can see this on our Student Sharepint, or see here

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/) provides useful information about the avenues available to you

   Policy available on request:
   Student Complaint

MAKE A FORMAL COMPLAINT ABOUT AN ORGANISATION

To make a formal complaint about an organisation:

www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

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

STUDENT CONDUCT

The purpose of the Code of Student Conduct is to provide guidance to Training For You students on the standard of behaviour required during your time at Training For You.

The Code of Student Conduct sets out the standards of conduct that we require of our students, and our approach to dealing with complaints or concerns of student misconduct.

Training For You is committed to ensure all members of their community are supported, respected and have a positive learning experience.

Expectations

1. All Training For You students are expected to behave in a responsible manner, which includes:

   - safely, in accordance to the Health and Safety policy and procedure;
   - respectfully, with consideration and respect for others at Training For You;
   - in accordance with all Training For You policies and procedures.

2. Misconduct includes but is not limited to:

   - smoking or vaping anywhere on campus grounds;
   - bullying, harassment or discrimination against another person;
   - physical, written or verbal abuse against another person, including via social media;
   - sexual harassment, violence or abuse;
   - any action or lack of action that results in harm to themselves, others or property;
   - damage or theft from Training For You, members of staff or students;
   - misuse of alcohol, drugs and legal highs;
   - criminal or other activities that provide a risk to students, staff or visitors to Training For You;
   - misuse of Training For You computing facilities by downloading any movies or music;
   - misuse of the computing and networking facilities to harass any other person or for the transmission of objectionable material as defined by the Films, Videos, and Publications Classification Act 1993 including, but not limited to;

     - pornography
     - articles that promote crime or violence, or incite or instruct in matters or depict material in a manner, or of a nature, that is likely to cause offence.

3. Misconduct also includes:

   - academic misconduct - where a student is knowingly complicit in cheating or copying, or knowingly assists someone else to cheat or copy. This assistance may include allowing or facilitating cheating or copying to occur, or willingly providing another student with verbal, written or electronic material that provides that student with answers to an assessment.

   - plagiarism - where a student presents someone else's work as if it were their own, whether intended or not. This includes copying published work, unpublished work, material off the internet, resource material, study guides and the work of other students and staff; that is, anything that was written, designed or created by someone else. Such material may be written, spoken, electronic, broadcast, visual, performance or any other medium.

Training For You Responsibility:

1. Training For You has a zero-tolerance approach to violence and harassment in all forms.
2. Training For You will manage suspected misconduct in a timely, effective efficient and confidential manner.
3. Training For You is committed to their students and will ensure that their learning needs will be of primary importance along with acknowledging their cultural needs, which will be treated with respect and sensitivity.
4. Students have the right to have their concerns or complaints dealt with effectively and confidentially.

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 move to another town. If you have paid fees, you might be entitled to a refund depending on how long you have been enrolled in your programme.

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.

Policy available on request:
Student Warnings & Withdrawal Policy.

What happens if expectations are not met?

In any case where there is a breach of the above expectations, a disciplinary action will commence, which in cases of serious misconduct may end in exclusion from studies.

The disciplinary procedures may include informal or formal disciplinary action, depending on the nature of the breach, and will be conducted in accordance with Training For You policies and procedures.

Related policies:

- Bullying, Harrassment and Discrimination Policy
- Academic misconduct policy
- Student Code of Conduct

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.

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.

Related Policies:
Assessment Policy
Moderation Policy

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

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.

Work Placement and Work Experience

Work experience and placement is an important component of some of our programmes. The objective of this is to give you the opportunity to participate and learn the practical aspects of the job. Treat your work experience or placement as if it is a paid full time position. It will increase your chances of finding employment if the work experience sponsor or placement supervisor sees qualities in you that they may want in an employee.

All work experience sponsors and students are required to sign an 'Agreement to Provide Work Experience'. All placement supervisors and students are required to sign a 'Contract for Practicum Placement.'

Policy available on request:
Work-based Training

SOCIAL SERVICES AND SUPPORT AGENCIES

HEALTH PROVIDER	SERVICES	PHONE
Whanganui DHB	• Mental Health and Addiction Services • Maori Health Services • Older People Health Services • Women, Child and Youth Services	06 348 1287
Te Oranganui	• Tamariki Ora • Rangatahi • Pahake • Whanau Ora • Mental Health & Addictions • Disability Support Services • Te Hau Ora • Vocational Services • Kaumata Services	06 349 0037

ORGANISATION	ADDRESS	CONTACT
Child, Youth & Family Whanganui	74 Ingestre Street	0508 326 459
Citizens Advice Bureau	120 Guyton Street	06 345 0844
City Mission Whanganui	7 Park Place	
Family Works Whanganui	179 Wicksteed Street	06 345 6681
Jigsaw Whanganui	236 Victoria Avenue	06 345 1636
Nga Tai O Te Awa	142 Guyton Street	06 348 9902
Rape Crisis	Sexual Abuse Healing Centre, Level 2, 53 Ridgway Street	0800 88 33 00
Samaritans Whanganui		06 345 5090 0800 726 666

SOCIAL SERVICES AND SUPPORT AGENCIES

ORGANISATION	CONTACT
Youthline	0800 37 66 33 or text 234
The Low Down	www.thelowdown.co.nz
Whats Up?	0800 942 8787
SPARX	0508 477 279
Small Steps	www.smallsteps.org.nz
OutLine	0800 688 5463
Alcohol Drug Helpline	0800 787 797
Children of Parents with a Mental Illness	www.copmi.net.au
Healthify - He Puna Waiora	www.healthify.nz
Just a thought	www.justathought.co.nz
Aunty Dee	www.auntydee.co.nz

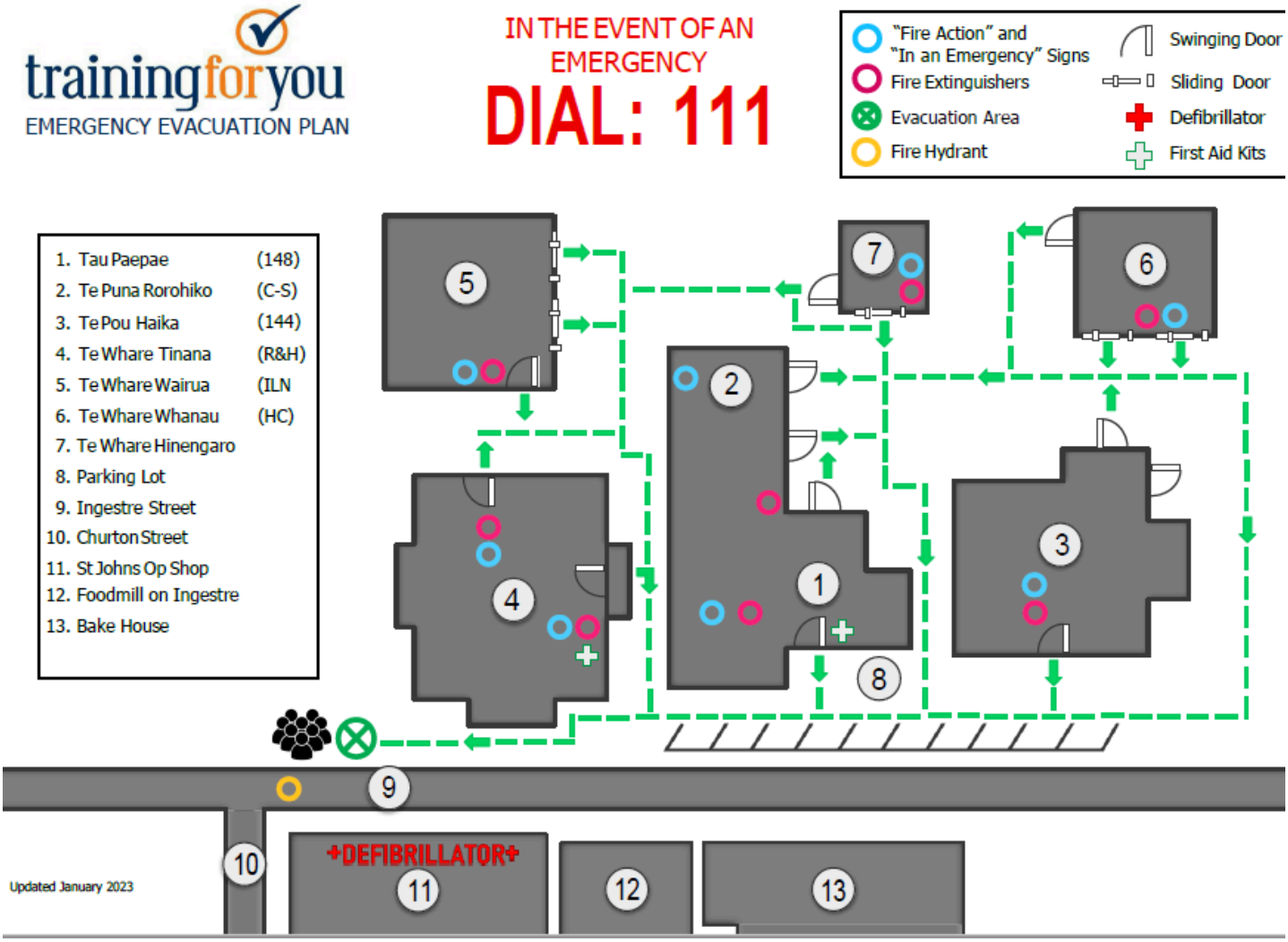
APPS FOR MENTAL WELLBEING

Smiling Mind	Supports sleep, meditation and mindfulness.
MindShift CBT	Self-help anxiety management app to relieve worry, stress and panic
Headspace: Well-being & Health	Boost mental and physical health with wellbeing techniques for stress relief
Insight timer	Everyday wellbeing for sleep, anxiety and stress
Breathr	Easy and fun ways to practice mindfulness
Headstrong	Offers practical skills and psychoeducation based on cognitive behavioral therapy, positive psychology, mindfulness, relationship science, and harm-minimisation strategies

CAMPUS MAP

trainingforyou
EMERGENCY EVACUATION PLAN

IN THE EVENT OF AN EMERGENCY
DIAL: 111



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0800 GET T4U
438 848

info@trainingforyou.co.nz

148 Ingestre Street, Whanganui

www.trainingforyou.co.nz

Get the skills you need,
for the future you want.

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