



Lifeskills

Training
+ Education

STUDENT HANDBOOK RULES AND GUIDELINES 2025 V6



Welcome Address

Dear Student, Thank you for joining Lifeskills Training and Education. By enrolling, you have now started a new challenge, and potentially, a new career. With your determination and our desire to help you succeed, let us commence on your learning journey together.

Yours sincerely,
The Team at Lifeskills

About Us

At Lifeskills, we believe poverty, trauma, and systemic barriers should never define a person's future. Every individual has potential, mana, and mauri -and we're here to nurture that.

Formed in 2024 from the unification of two trusted, NZQA-accredited organisations -Skills Update and QES -Lifeskills brings together decades of experience in community-based training and education across South and West Auckland, the North Shore, Tauranga, and Christchurch.

Our Vision is:

To provide help and hope and reverse the poverty cycle in Aotearoa

Part of LIFE Community, we're supported by a network of faith-based social impact organisations committed to education, wellbeing, and whānau support across Aotearoa.

Lifeskills is a **Category 1** Private Training Establishment (PTE), registered and accredited by the New Zealand Qualifications Authority (NZQA).

Our Values

Whakawhanaungatanga – Connection

We build genuine, respectful relationships-because real change begins with real connection

Ngākau Pono – Integrity

We do what's right,stay true to our word, and hold ourselves accountable

Moemoeā – Aspiration

We dream big, encourage bold thinking, and support every journey toward potential

Ringa Raupā – Diligence

We lead with care,work with commitment, and always give our best

Aroha – Love

Love drives us - in how we welcome, support, and put people first

Student Ownership

Your success is our success. These guidelines below are your road map that protect your rights as well as those of your fellow students.

Student Responsibilities:

- Maintain a commitment to the programme requirements by attending all classes and submitting all assessments on time
- Independently seek new learning experiences, and access assistance as needed
- Demonstrate a commitment to maintaining a positive learning environment by responding positively to guidance/constructive criticism, and being open to new knowledge which may challenge your individual values and beliefs
- Demonstrate respect for the cultural beliefs, values, attitudes, and practices of others
- Assume responsibility for your own actions
- Use appropriate communication channels and communicate appropriately with others - clients/professionals/peers/academic staff/support staff
- Maintain the professional standards as adopted by the workplace while on work placement or industry visits including complying with the providers drug and alcohol policy and other health and safety requirements
- Work within professionally acceptable legal, moral, and ethical frameworks
- Maintain a commitment to personal wellbeing to support ongoing learning
- Attend classes for the full duration of your programme enrolment (not finish early)

Attendance and Participation

You may be undertaking study in preparation for a new job, therefore building a good record of attendance and punctuality is an important part of your training. The expectation at Lifeskills is no different to those in the workplace, i.e., absence without a valid reason will not be accepted. Your tutor will advise you of the days of class, start and finish times each day, and when break times are.

Attendance in class is compulsory, as regular attendance is an important contributor to student success and learning. The weekly scheduled classes are the best time to learn the material that you will be assessed against, and to share ideas with other students and broaden your experience.

Attendance records are closely monitored by the Tertiary Education Commission - the Government agency which provides the funding for your programme. Please ensure that you arrive to class on time and notify your Tutor prior to class starting if you are going to be late or absent. Any intended prolonged absences, e.g. going overseas for 2 weeks, needs to be requested in writing to your tutor or Campus. All absences, even if approved, will trigger absenteeism warning letters if your attendance drops below 80%.

Assessment Deadlines

You are responsible to submit all assessments within the stipulated assessment due date. If your programme includes capstone exams or closed-book tests. It is your responsibility to be available on the dates these assessments are held.

Disciplinary Procedures

Disciplinary procedures are to outline the actions taken by Lifeskills in response to incidents or allegations of unacceptable conduct by students.

Guidelines for unacceptable conduct

Minor Behaviour The following actions are classed under unacceptable 'minor' behavioural conduct:

- Absenteeism
- Lateness
- Poor presentation and dress standards
- Missing assessment deadlines

A meeting will be held between you and your tutor. Notes on discussion will be held on your file. If the behaviour continues, it will affect your participation in industry site visits, work placement and graduation

Concerning Behaviour

The following actions are classed under unacceptable 'concerning' behavioural conduct:

- Poor attitude
- Lack of participation in class activities
- Not completing homework tasks as directed
- Demonstrating lack of respect for staff, fellow students, clients and industry partners
- Inappropriate behaviour or language
- Failing to comply with reasonable instruction given by staff

To address concerning behaviour a meeting will be held between you and the Academic Manager or Campus Lead, and all notes will be held on your file. It could affect your participation in industry site visits, work placement and graduation. If the behaviour continues, a meeting is arranged to discuss your intentions for continuing with the programme. You will be given opportunities to bring along a support person to the meeting. If you are under 18, the person you have authorised us to contact, on page 6 of your enrolment form, will be notified of the impending action. If the concerning behaviour continues, a final warning letter will be issued following a meeting. Please note that ongoing, repetitive minor behaviours will be treated as concerning behaviour.

Major Expulsion Behaviour

The following actions are classed under 'major expulsion' behavioural conduct:

- Illegal or unauthorized possession, use of, being under the influence of, or distribution of drugs or alcoholic beverages
- Unprofessional conduct at work experience e.g. unexplained absence, lateness, not complying with workplace guidelines
- Intentional damage to or destruction of LifeSkills' property or property belonging to others
- Inciting, encouraging, or participating obstructive or disruptive activities
- Bullying, harassing, threatening, discriminating against or victimising any staff or students
- Behaving in a manner that brings or is likely to bring the organisations into disrepute
- Attempted or actual theft or unauthorized possession of organisation's property or services
- Violation of academic integrity
- Sexual harassment

- Assault or abusive behaviour towards staff or students

For major expulsion behaviour you will be invited for a meeting with the Campus Lead. You can bring a support person to the meeting. You will be given opportunity to present all information and factual evidence. During this process, you will be stood down from the campus and will not be able to attend classes until a decision is made.

Major expulsion behaviour will be taken seriously by Lifeskills, and if found to be proven, will result in the following actions:

- Instant expulsion and termination of enrolment or
- A final warning letter superseding all verbal and written warning letters

Complaints

We want to support you and help you under all circumstances. If you are not happy:

- In the first instance, you should always approach your tutor who will be able discuss your concern through and find a solution
- If you are not satisfied, you can make a written complaint to the Academic Manager, who is A management team member and is responsible for your programme of study. A written
- complaint can be made to the Campus Lead for any concerns the Academic Manager is not able to assist with. If you are unsatisfied with the outcome and are not comfortable with the
- campus dealing with your complaint, you can make a written complaint to the General Manager-Education or the General Manager -PTE Operations, who are members of the Senior Management Team.



Rachel Teesdale
General Manager – PTE Operations
Email: rachel.teesdale@lifeskills.nz

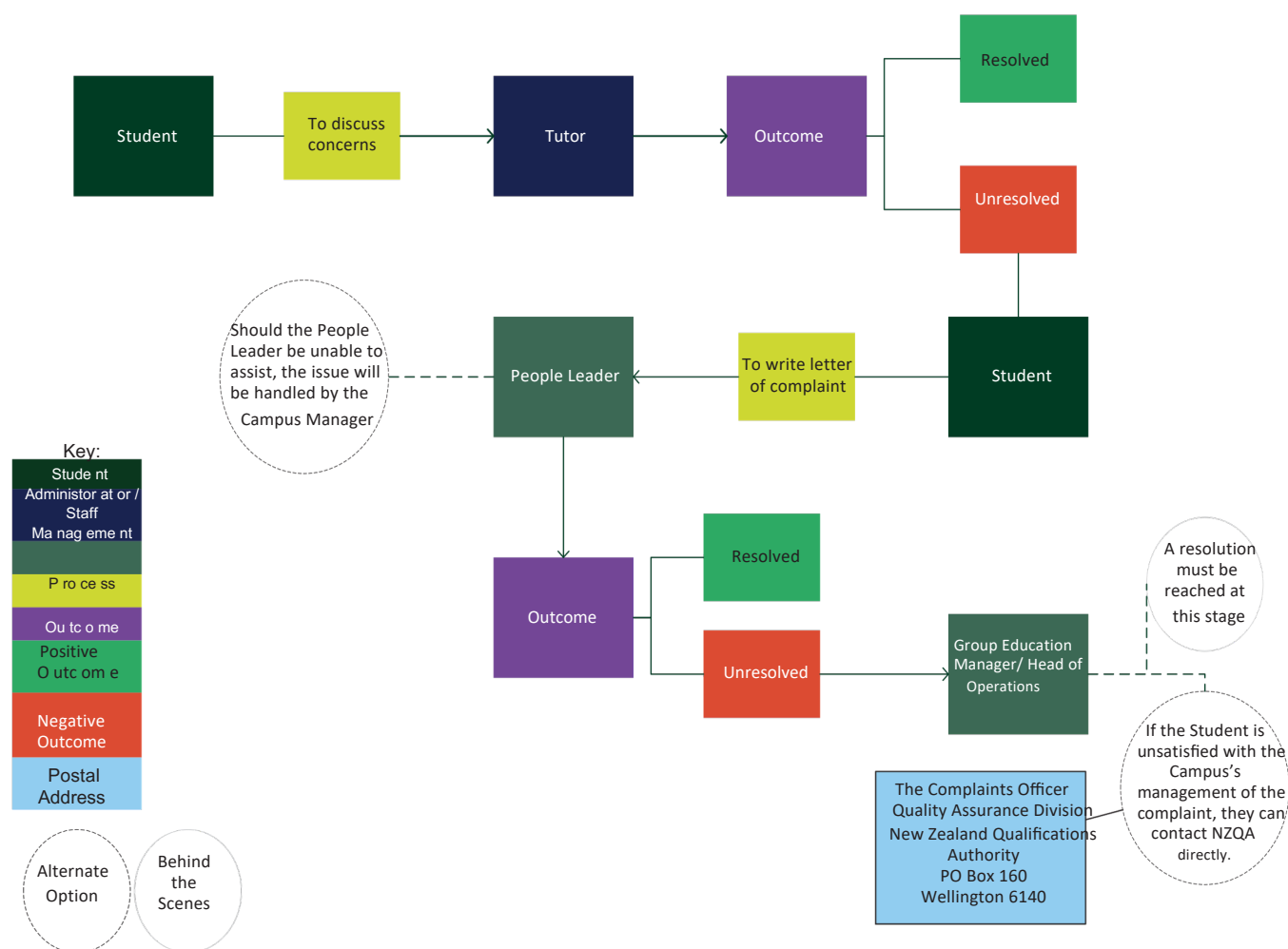


Lakshmi Dhana General Manager - Education
Email: lakshmi.dhana@lifeskills.nz

In exceptional circumstances, if your complaint remains unresolved after following your education provider's formal complaint process, you can seek independent assistance from Study Complaints. Study Complaints is a free and independent service that helps domestic tertiary learners and international students resolve disputes with New Zealand education providers.

You can contact Study Complaints in writing at: help@studycomplaints.org.nz

Complaints Procedure Flowchart



Personal Contact Details:

It is important for Lifeskills to maintain contact with you as our Student and Graduate. We will usually contact you through your mobile number or email address. If your circumstances change, it is your responsibility to ensure that our staff have your most up-to-date contact details.

Children

Children are not to be brought to class or left in cars whilst you are in class. Please make alternative arrangements for their care when you come to class.

Dress Standards

All students should attend class in a reasonable and appropriate standard of dress, i.e., according to the type of work for which you are training. These standards apply to both onsite training and offsite work experience.

Drugs and Alcohol

No drugs or alcohol are permitted on the training sites. If you attend class under the influence, you will be asked to leave and your enrolment in the programme may be terminated as outlined in the disciplinary procedures.

Food and Drink

Hot drinks are provided (free of charge) and are to be consumed only in places designated for eating and drinking. No food and/or drinks are to be taken into classrooms.

Property

Our property and resources are available for your benefit and use. Any abuse to property will result actions outlined under disciplinary procedures.

You will be expected to pay for any damages caused by your carelessness or neglect. It is your responsibility to always keep campus facilities clean and tidy.

Lifeskills makes the effort to ensure that its premises are safe and secure. However, whilst at the respective campuses, you are entirely responsible for the security of your personal items, that is, mobile phone, laptops, etc. Lifeskills is not liable for any loss or damage to personal items.

Student Feedback

Feedback is welcomed at any time. This can be done verbally or via email to your Tutor, the Campus Student Services Co-ordinators, the Academic Manager, or the Campus Lead. We will also be collecting formal feedback in the form of a first impressions survey in the initial stages of your programme, a mid-way programme survey, and an end-of-programme survey. It is important for you to use your voice and respond to the surveys so that we can address any areas for improvement and acknowledge the areas of the business that are performing well.

In addition to the surveys sent whilst you are enrolled, Lifeskills will also be sending you a Graduate Survey three months after you graduate from the programme. This feedback from a Graduate's perspective is very important as it helps us to analyse how well the learning that you undertook, prepared you for work or further study in the sector. We would ask that when you receive this link, that you please take the time to respond. We would also appreciate it very much if you would provide us the contact details of your Employer (should you be working) or Tutor (should you be continuing your studies).

Sexual Harassment

Sexual harassment, of any kind, will not be tolerated. If you experience any sexual harassment, please report it immediately to an appropriate staff member.

Student Bullying

You have a right to study at Lifeskills, free from bullying, harassment, or victimisation, irrespective of age, gender, culture or ethnic origin, sexual orientation, political or religious belief. Please report incidents of bullying to your Campus Lead.

Smoking

All buildings are SMOKE-FREE zones, including toilet areas. Your Tutor will let you know where and when smoking is permitted.

Special Support Needs

If you have an illness or disability that means that you require extra or specialised support, please notify your Tutor or campus admin team, to ensure appropriate arrangements can be made to help you.

Visitors: All visitors (during normal working hours of the campus) must report to Reception on arrival as they need to sign the Visitor's Log. Please arrange for visitors to see you during break times, unless otherwise approved by your Tutor.

Results and Certificates

Credits will be awarded to all students who successfully complete course assessments as part of a qualification. All credits you achieve will be processed, and you will be given a progress report every 6 weeks. All certificates awarded are in accordance with NZQA requirements.

Personal Name Usage

All your enrolment records, transcripts, and certificates will be in your legal name as recorded in your birth certificate or passport.

Health and Safety

Lifeskills has a responsibility to comply with the Health and Safety Act as stated in the Employment Act 2015 (and all subsequent amendments) and are committed to the provision of a safe and healthy working environment for their employees, students, contractors, and other visitors.

To assist us in complying with this legislation we ask that you;

- Take all reasonably practical steps to prevent harm to yourself or any other person whilst on campus e.g., follow the health and safety procedures explained to you by your Tutor.
- Report any hazards e.g., defective equipment, to your Tutor or Supervisor immediately.
- Wear the personal protective equipment (PPE) supplied to you. If 'off site' for work experience, follow the health and safety guidelines set out by that company at all times.

Emergency Procedures

At the start of your programme your Tutors will explain the emergency procedures to you.

Please ensure you understand these procedures before signing the orientation/induction form.

The evacuation procedures for each campus include all the following actions:

- Evacuate immediately by using the nearest emergency exit.
- Follow the guidance of your Tutor/Fire Warden; do not run and do not re-enter the building to collect personal items.
- Assemble in the designated area.
- Remain at the assembly point until the 'all clear' has been given.
- Evacuation drills occur frequently but never assume that an alarm is only a drill.

Please Note: A copy of the full Health and Safety Manual is available upon request.

Technology

It is your responsibility to use Information Technology responsibly and reasonably

Prohibited activities include but is not limited to:

- Activities that cause harm to Lifeskill's reputation.
- Cyber bullying
- Unauthorised disclosure of private or confidential information
- Risking the safety of Lifeskills assets or infrastructure. For example: downloading suspicious software or turning off provided antimalware software.
- Download or store any objectionable materials using Lifeskills facilities
- Intentionally use large amounts of computing or communications resources without authorisation.
- Using Lifeskills facilities to gain unauthorised access to computer facilities off-campus.
- Attempting to disable or circumvent cybersecurity measures. For example, turning off antimalware software without permission.

Internet Use

Internet connection may be provided by Lifeskills to facilitate your work/study. You must not download material or visit websites with offensive, inappropriate, or illegal content. [Social Media](#)

- Reasonable personal use of social media is permitted so long as it does not put the network or organisation at risk or interfere with your work/study or anyone else's rights to privacy.
 - You will not put yourself forward as representing Lifeskills unless you are authorised to do so.
 - You must not share images or recordings of Lifeskills property or staff unless authorised by Lifeskills. You must not share images or recordings of other people on a Lifeskills site unless you have permission from the people in the image or recording.
- You will not engage in activities on social media that causes harm to Lifeskill's reputation

Accessing MS Teams

Lifeskills uses Microsoft Teams for online learning where face-to-face classes cannot be conducted due to disruption. MS Teams will be used for all course information, communication, online class meetings and collaboration with tutor and peers. You are required to download the application to a device and our staff will enrol you onto your class Teams.



Academic Matters

Recognition of Prior Learning

Credit can be awarded for prior learning as per the programme regulations of the relevant qualification. For unit standard-based qualifications, the Administrator will check your New Zealand Record of Achievement (NZROA) during your enrolment, and you will be credited the corresponding units. Students who wish to be recognised for prior learning (RPL) for module/learning outcome-based qualifications need to request this in writing to the Academic Manager or PTE Academic Operations Manager. Any such requests will be considered in accordance with the Programme Regulations.

Whilst an RPL is in progress, an offer of place cannot be given to a potential learner. The RPL must first be approved, and any fees advised by the GM PTE Operations or Registrar. The potential learner must have this info before being given an offer of place, to enable them to make an informed decision to enrol. Approved RPL, may at times, result in a shorter enrolment, due to less credits needing to be achieved.

Assessment

Formal assessments must be passed/achieved for you to gain credits towards the qualification. Practice assessments are also given as activities to assist your learning. The Tutor will provide feedback on the practice assessments, but they do not achieve credits.

The method and requirements for each assessment will be clearly explained to you by your Tutor. Opportunities for re-assessments are permitted as per the regulations. If you have any questions regarding re-sits, please ask your class tutor. Your Tutor will outline the assessment due dates at the beginning of each new module/course. It is important to not leave assessments to the last minute. We are aware that students work at different paces and find different subjects challenging, so please be honest with your Tutor if you are experiencing difficulties.

When handing in assessments, you must make sure that you date and sign all of the relevant sections, including getting your Verifier to sign off. The required evidence must also be attached and labelled correctly. Incomplete assessments will be returned to you before being marked. When completing assessments during class time, your behaviour must not disturb, distract or adversely affect any other student. Assessment guidelines will be given by your Tutor prior to the assessment being undertaken.

Assessment in Te Reo Maori

has received approval from the General Manager of Education, prior to the student's enrolment in the programme

Extensions

If you wish to request an extension for an assessment, please do so in writing to your Tutor before the due date of your assessment. You will be notified in writing as to the outcome of your request.

If you require an extension to your overall enrolment, e.g., extend your end date, please request this in writing to your Tutor, no later than one month before your scheduled end date. Your Tutor will arrange a discussion with you to review the programme requirements, reasons for extension,

and to determine an appropriate enrolment extension date. This extension request will need to be approved by the GM of Education or the GM of PTE Operations. Consideration is made of such factors as your overall assessment achievement to date, attendance, likelihood to complete by the extension date, and reason for extension. Please note, if you are receiving an allowance from StudyLink, you may not receive an allowance for the extended time. You will be required to inform StudyLink of changes to your enrolment.

Appeals

If you want to appeal an assessment decision, you should do so directly to the Assessor. If the Assessor decides that no change is warranted, you may apply to have your appeal heard by the Quality Assurance Manager.

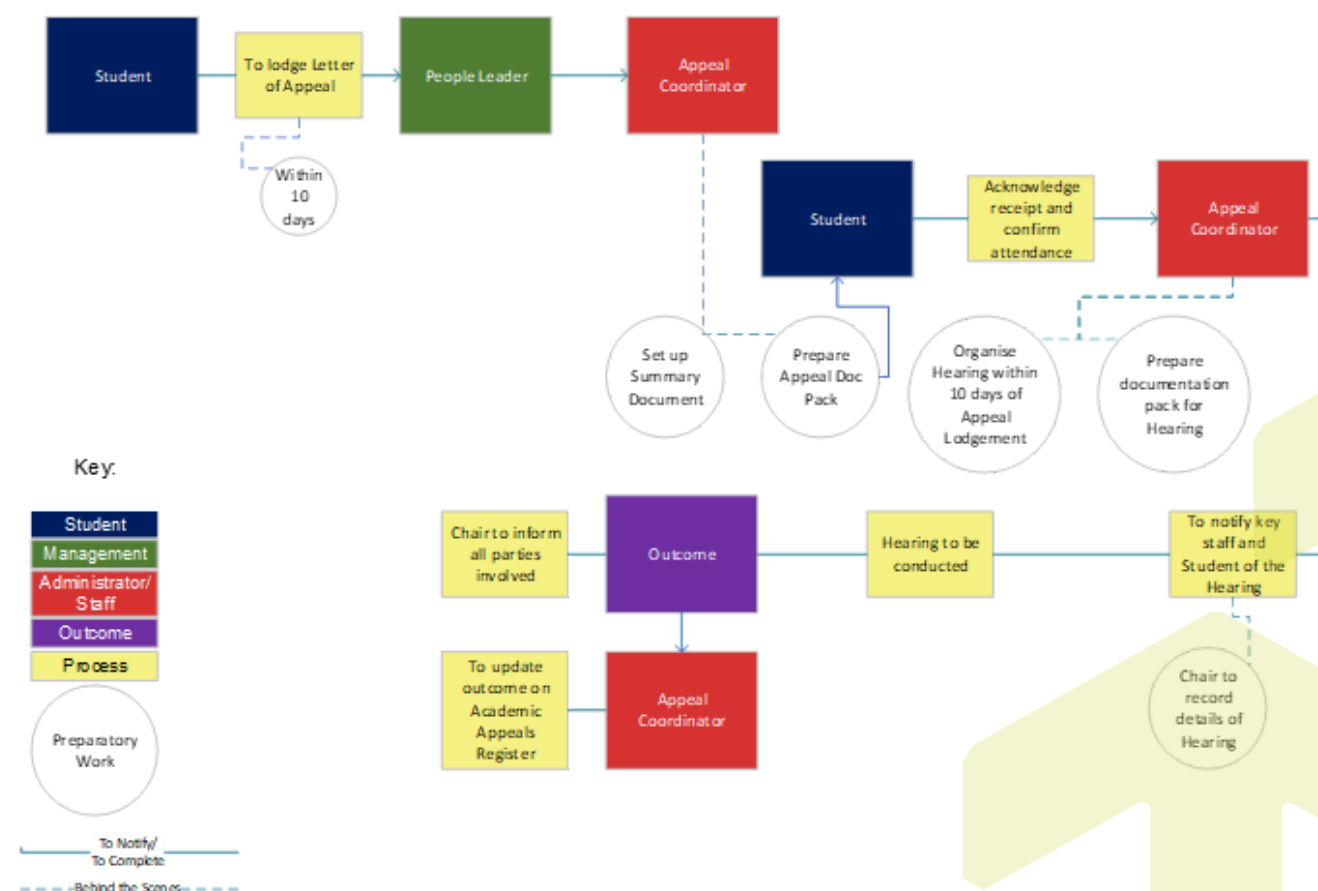
If the original result remains unchanged, you may make a written request to be heard by the General Manager - Education

Note 1: The decisions of the General Manager - Education *will be final.*

Note 2: Throughout the entire appeals process, you can seek assistance from the

Quality Assurance Lead, Campus Lead and Academic Manager

Academic Appeals Procedure Flowchart



Re-submission: The opportunity for re-submission will be in accordance with the programme regulations, and at the discretion of your Tutor and the Academic Manager. Repeated re-submissions for multiple assessments will warrant a review of your suitability for the programme.

Reconsideration of Grades/Assessment results. If you wish to contest a grade or assessment result given, you should first discuss this with your Tutor within 5 days of the return of the assessment. You need to meet with your Tutor, and they will give reasoning for the grade/result, and if justified, amend the result. If you are not happy with the outcome of the meeting with the Tutor, you may request a review, in writing, to the Academic Manager.

Results

For most programmes the results of assessments will be given in class. If you would prefer an email, please make this request to your class Tutor. Your assessments will be filed at the campus where you are studying. You have the right to view your own papers at any time.

Cheating

Students will be investigated for cheating if they hand in someone else's work or answers as their own (plagiarism) or are in possession of unauthorised notes. If proven, this will result in a fail for the assessment and in extreme cases, withdrawal from the programme.

Plagiarism

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. When you have any doubts about including the work of other authors in your assessment, please consult your Assessor.

The following list outlines some of the activities for which a learner can be accused of plagiarism:

- Presenting any work by another individual as one's own, intentionally/unintentionally.
- Handing in assessments markedly similar to or copied from another learner.
- Handing in assessments without adequate acknowledgement of sources used, including assessments taken totally or in part from the internet;
Copying straight from the workbook.

If it is identified that you have plagiarised within your assessment, then a meeting will be organised to discuss this with you, and further action may be taken accordingly.

Academic Misconduct

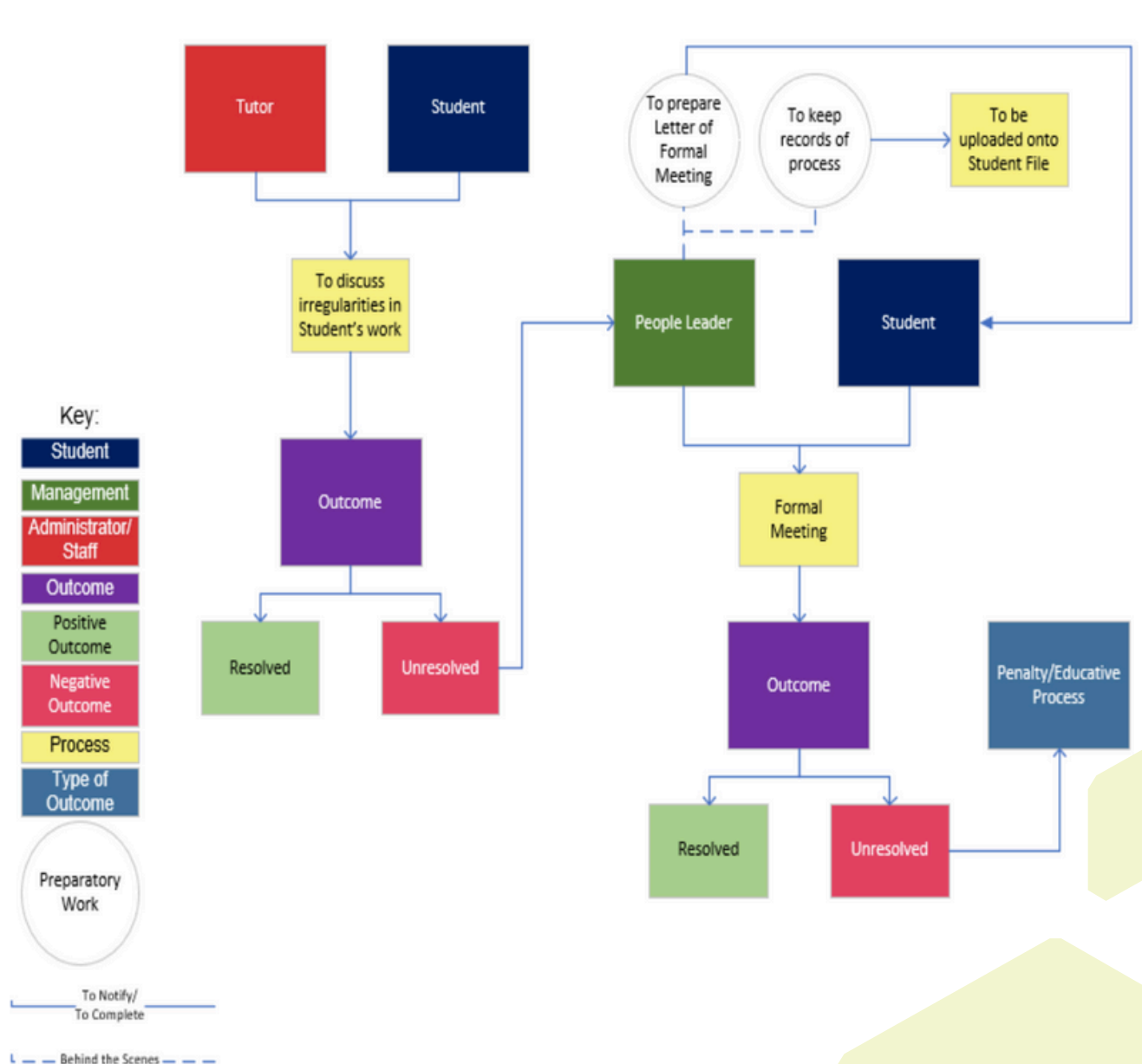
Any breach of any rules relating to the conduct of tests or examinations and any dishonest practice occurring in the preparation or submission of any work (whether during an examination or not) which counts towards the attainment of a grade in any course or otherwise occurring in connection with any summative assessment.

Academic misconduct (also variously referred to as 'dishonest academic practice' or 'academic fraud') includes but is not limited to:

- Cheating -any fraudulent response whatsoever by students to any item of assessment, including any action which may otherwise defeat the purpose of the assessment (e.g., using notes in a closed-book examination).
- Plagiarism, defined as the act of taking and using another's work as one's own without proper acknowledgment (knowingly or unknowingly) and includes:
 - copying the work of another student
 - copying any part of another's work
 - summarising another's work

- Submitting work for summative assessment which has been jointly prepared for presentation, in circumstances where this has not been communicated to students as legitimate. Submitting work for summative assessment that has previously been submitted elsewhere, without the prior permission of the Academic Manager.
- Misrepresenting identity for purposes of assessment

Academic Misconduct Procedure Flowchart



Home Study Hours

Home Study is an important component of your learning. Each week, there are specific hours dedicated for home study. This requirement is outlined in the delivery schedule. Your tutor will indicate the learning activities to be completed during the home-study hours. It is your responsibility to ensure these learning activities are completed and you must also maintain a log of these activities.

Programme Content

You will receive a programme delivery schedule at the beginning of your programme, which will Outline program duration, delivery order, programme content, and assessment due date.

Lifeskills reserves the right to make changes to the programme delivery schedule e.g., changes to class timings, changes to class daysetc. When operational changes are made to programmes, all affected students will be duly notified. In making these changes, Lifeskills is committed to full compliance with all relevant regulations and legislation

Tutor only days

Lifeskills may occasionally cancel classes to accommodate tutor-only days, which are dedicated to staff training and professional development. These days are important for maintaining the quality and effectiveness of our teaching.

Students will be given a minimum of two weeks' notice prior to any scheduled tutor-only day to allow adequate time for planning and adjustments.



Student Withdrawal and Financial Matters

Withdrawal

Withdrawal of a student follows the regulatory procedures. The withdrawal of any student will always be approved by the Academic Manager prior to it occurring.

If you wish to request to be withdrawn; please inform your Tutor or Campus Lead in writing. Your withdrawal will then be confirmed through a formal letter.

Withdrawal due to attendance issues

Student attendance has a direct correlation to student learning and assessment achievement, and good attendance contributes to successful outcomes for learners. 80% attendance is a key indicator of student achievement, and as such, it is used as the benchmark for addressing absenteeism.

Failure to maintain 80% attendance will trigger the process of formal follow up with the relevant students.

Campus Lead discretion is applied.

As a student enrolled at Lifeskills, you will be provided with regular progress reports which show your attendance %. If you wish to know your attendance % at any time though, you can ask your tutor or the campus admin team.

Student Attendance and Absenteeism Procedure

Your attendance % falls below 80%

The campus team will contact you to address your attendance

1st warning letter is sent

Your attendance % remains below 80%, one month after the first warning letter is sent or you do not attend the next 2 scheduled classes after the first warning letter is sent.

The campus team will contact you to address your attendance

2nd warning letter is sent

Your attendance % remains below 80%, one month after the second warning letter is sent **or** you do not attend the next 2 scheduled classes after the second warning letter is sent.

Final warning letter is sent

Your attendance % remains below 80%, one month after the final warning letter is sent **or** you do not attend the next 2 scheduled classes after the final warning letter is sent.

Your withdrawal will be processed

A letter advising you of your withdrawal is sent

Refund Policy

Programmes that are 3 months or longer in duration:

Domestic students are entitled to a fee refund if they withdraw from a programme or micro credential within 10% or one month (whichever is earlier) of programme or micro credential start date. Date will be stipulated as early withdrawal cut-off date in your offer of place.

For example:

If you enrol into a 20-week programme, we will allow withdrawals with fees refund for up to 2 weeks, i.e. 10% of the programme.

If you would like to withdraw from the programme after 10% or one month (whichever is earlier) of the programme duration, you need to apply in writing for a refund.

In any event when fees are refunded, we reserve the right to deduct the lesser of 10% of fees paid or \$250.

Programmes that are less than 3 months in duration:

Programme Length	Withdrawal Period	Refund Amount
For programmes of two days or less	None	No Refund
For programmes of more than two days but under 5 weeks	Up to the end of two calendar days of the programme commencing	50% of the amount the student paid in respect of the programme
For programmes of 5 weeks or more but less than three months	Up to the end of five calendar days of the programme commencing	75% of the amount the student paid in respect of the programme

Refund Account

When a student is entitled to a fees refund, the refund will be made to the source of the fees. If the fee is paid by StudyLink or TEC Fees Free Scheme or a Scholarship, the fees will be directly refunded to the source, and you do not need to do anything. We are unable to refund these fees directly to the student or their nominated bank account.

Fees paid using personal funds - refunds are paid directly into your nominated bank account. It may take up to 10 working days for your fees to arrive in your nominated bank account.



Student Support

Personal Support

All Lifeskills staff members are here to help you. If there are any issues you wish to discuss, either about your training or personal matters, let us know and we will make every effort to achieve a positive result for you. Your Tutor or Student Services Coordinator can help you to access outside agencies if necessary.

Code of Practice



Did you know that wellbeing and safety supports your learning?

The Code of Pastoral Care has been put together to make sure you have the best possible support system.

This means that while you're learning, you should be:

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

If you want to find out more, or if something isn't working for you, talk to your learning provider first or if you need to, you can talk to NZQA.

For more information visit:
www.nzqa.govt.nz/know-the-code

 **#knowthecode**



Use of information and privacy statement

Lifeskills collects and stores information from this form to:

- manage the business of Lifeskills (including internal reporting, administrative processes and selection of scholarship and prize winners)
- comply with the requirements of the Education Act 1989 and other legislation relating to maintenance of official records and accountability for public funding
- supply information to government agencies and other organisations as set out below.

Lifeskills may add your personal details (name, date of birth and residency) to the National Student Index, which is managed by the Ministry of Education.

Supply of information to government agencies and other organisations

Lifeskills supplies data collected from your enrolment and assessments to government agencies, including:

- the Ministry of Education
- the New Zealand Qualifications Authority
- the Tertiary Education Commission
- the Ministry of Social Development: in relation to student loans and allowances
- Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment) for those who are not New Zealand citizens or permanent residents.
- Studylink

Aforementioned agencies use the data supplied by tertiary education organisations to:

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

Moderation

The Ministry of Education may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with other data collected by 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.

When required by law, Lifeskills 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 may be supplied to other educational organisations for the purpose of verifying academic records.

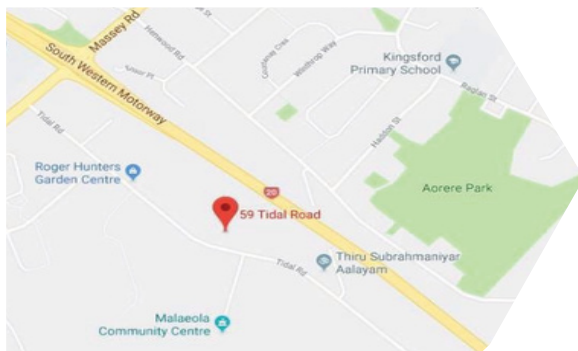
You may request to see any information held about you and request that any errors in that information be amended or noted. To do so, contact your Campus Administrator.

NB The Privacy Act came into force in 2020 with the stated aim of protecting the privacy of natural persons.

It requires the Institution to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act.

<https://www.privacy.org.nz/the-privacy-act-and-codes/privacy-act-and-codes-introduction>

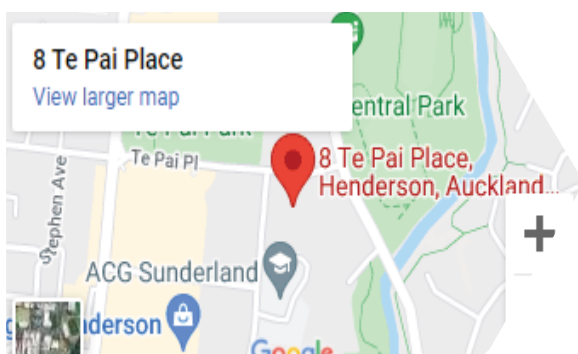
Campuses



Head Office/Mangere Campus
59 Tidal Road, Māngere 2022
09 275 3155



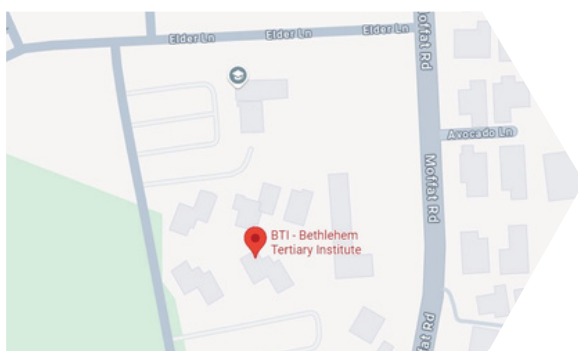
Papakura Campus
15-17 Walters Road, Takanini 2112
09 296 0511



Henderson Campus
8 Te Pai Place, Henderson 0610
09 818 1257



Christchurch Campus
95 Garland Road, Hillsborough 8022
027 213 9847



Tauranga Campus
24 Elder Lane, Bethlehem, Tauranga 3110
0800 500 106



Lifeskills

Training
+ Education

TEAM

Key Campus Contacts

Mangere Campus – Campus Lead

Name: Steve Brown

Email: steve.brown@lifeskills.nz

Phone: 021781650

Papakura Campus – Campus Lead

Name: Hester Fourie

Email: hester.fourie@lifeskills.nz

Phone: 027 274 5620

Henderson Campus – Campus Lead

Name: Chris Goodison

Email: chris.goodison@lifeskills.nz

Phone: 027 2108525

Christchurch Campus – Campus Lead

Name: Brenda Fepuleai

Email: brenda.fepuleai@lifeskills.nz

Phone: 027 451 8689

Tauranga Campus - Tutor

Name: Ruth Mclean

Email: ruth.mclean@lifeskills.nz

Phone: 027 375 5055

Senior Management Team

General Manager - Education

Name: Lakshmi Dhana

Email: Lakshmi.dhana@lifeskills.nz

General Manager – PTE Operations

Name: Rachel Teesdale

Email: rachel.teesdale@lifeskills.nz

General Manager – Growth, Funding

Name: Manu Palelei

Email: manu.palelei@lifeskills.nz

Finance Manager

Name: Renier Du Toit

Email: renier.dutoit@lifeskills.nz

Group CEO

Name: Nick Edwards

Email: nick.edwards@lifenz.org

In addition, the following organisations are available support you:



0800 367 222



0800 543 354 (24 hours)



0800 773 462



0800 942 878
(noon to midnight
counselling)



0800 842 846



0800 726 666
(24 hours)



0800 530 000



0800 299 100



(09) 845 1818
(Mon to Fri)
9am - 4:30pm

Government Agencies

Births, Deaths & Marriages

0800 225 252

Employment NZ

0800 20 90 20

Human Rights Commission

0800 496 877

StudyLink

0800 889 900

Inland Revenue(Self-Service)

0800 257 777

Work and Income

0800 559 009

Kainga Ora Homes and Communities

0800 801 601

Office of Ethnic Communities

0800 656 656

Te Puawaitanga ki Otautahi Trust

0800 66 99 57

Community Services

Auckland Community Law Centre

09 377 9449

Auckland Disability Law

09 257 5140

Auckland Women's Centre

09 376 3227

Tauranga Community Foodbank

07 578 9888

Te Tuinga Whanau Support Services Trust

07 571 0875

Christchurch City Mission

03 365 0635

Counselling, Health and Support

Healthline

0800 611 116

The Fono

09 267 6331

CASPER

0508 22 7737

Depression Helpline

0800 111 757

Lifeline Aotearoa

0800 543 354

Outline NZ

0800 688 5463

Pregnancy Counselling services

0800 773 462

The Salvation Army (Counselling/Support)

0800 530 000

Te Manu Toroa Trust

07 571 2026

Youth Services

Youth Line

0800 376 633

Young New Zealanders Foundation

0800 333 088

Student Declaration Form

Student Copy

I declare that I have read and understood all the rules and guidelines stated in the student handbook. I fully understand my responsibilities as stated in this handbook whilst I'm enrolled as a student at Lifeskills Training and Education Group. By signing this declaration form I agree to follow all the rules and regulations stated in the handbook.

Student Name: _____

Signature: _____

Date: _____

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