



ITS STUDENT HANDBOOK 2023



Industry training solutions Mission

**To deliver quality training
to Industry and the wider community.**

We do what we do, do well



INDUSTRY TRAINING SOLUTIONS DOMESTIC CODE

*The Domestic Code sets out the responsibilities for Tertiary Providers to **support** and **promote** the well-being, education, and development for domestic students in Aotearoa. The Code is also there to promote **pastoral care** for the students.*

ITS will make sure that our students feel safe, supported, and have the ability to have their say. ITS will also make sure that the students:

- Feel safe – both physically and mentally
- Be respected in an inclusive learning environment which is free of racism and discrimination and be connected with social and cultural networks
- Have a positive and supported learning environment that assists them with their learning and well being
- Be able to have their say and decision-making processes

Staff at ITS have a **duty of care** to ALL our students - which means we will do everything reasonable to take care of their safety and well-being. A duty of care is breached if a person - student or staff member - behaves unreasonably by action or inaction.

If a student feels like they are not supported, ITS is not meeting The Code, or our duty of care has been breached, they should first talk to their course lead, (NZCSL talk to ITS Pastoral Care and/or student representative) or to a member of the Executive Team to resolve the matter. If the issue has not been resolved or the student is still unhappy after that process, we will help them get in touch with NZQA.



ITS proudly follows and uses the **8 Enabling Good Lives principles** to create a supported learning environment for all their students:

- Self-determination – *being in control of their own live*
- Beginning Early – *having whānau support and being supported by their whānau*
- Person-centred – *tailored individual needs and goals*
- Ordinary Life Outcomes – *supported to live an everyday live in everyday places*
- Mainstream First – *accessibility to mainstream services*
- Mana enhancing – *abilities are recognised and respected*
- Easy to use – *having supports that are simple to use and flexible*
- Relationship Building – *build and strengthen relationships between learners, their whānau and community*



STUDENT CODE OF CONDUCT

PURPOSE

The Student Code of Conduct ensures that the responsibilities of students at Industry Training Solutions are clearly outlined, and the expectations set out in this Code apply to the behaviours expected of students when they are on our Campus (Palmerston North, Allsorts Centre and Hamilton) and when they are undertaking activities associated with their course.

We pride ourselves on being an authentic, proactive and adaptable training organisation who embraces students as they join the ITS whanau. Through **manaakitanga** and **whanaungatanga**, we show respect, care and support each other and offer a place in which all feel they belong.

A breach of this Code may involve the disciplinary process and may result in disciplinary action.

EXPECTATIONS OF STUDENTS

Students are expected to:

- Arrive to class on time and engage in a positive manner
- Comply with ITS and classroom policies
- Respect the rights of all students
- Attend 100% of the time, unless unwell, you have been in contact with someone with covid or other explained and approved absence
- Follow guidance from staff in regard to health and safety matters and absences
- Behave in a manner that is not disruptive and does not interfere with other student's well-being and learning
- Be respectful and considerate towards all students and ITS staff
- Contribute to maintaining a safe and inclusive environment including following all instructions
- Act in a manner that does not jeopardise their own safety or the safety of others
- Respect the property of all staff and students
- Not engage in actions that threaten, harass or pressure other students that could then lead to misinformation or hearsay
- Not be under the influence of non-prescription drugs and/or alcohol or any other harmful substance.
- Not behave aggressively, violently or in ways that make others feel unsafe or unwelcome
- Resolve any concerns through the appropriate channel (see Domestic Code)



STUDENT DISCIPLINE REGULATIONS

A student commits misconduct if they:

- Fail to turn up to class consistently or often arriving late
- Commit a serious breach of the rules and regulations
- Behaves in a manner that constitutes physical, psychological, sexual or racial assault, harassment, discrimination or bullying
- Behave in a manner that jeopardises the health and safety of yourself or another person
- Behaves in a manner that significantly impedes or subverts the efficient functioning of the course
 - (i) Abuse of power
 - (ii) Spreading false information about other students, staff or business.
 - (iii) Knowingly mislead ITS, the staff or students in any significant manner
 - (iv) Encourage, assist, or procure a person to commit misconduct
 - (v) Meddling, slander, malicious talk, defamation on any platform including social media and in person of ITS business, staff, peers or other students.

PROCEDURES FOR RESOLVING STUDENT MISCONDUCT

- If ITS becomes aware of any student misconduct, they will have a meeting with students involved
- Students will be given an opportunity to be heard and a resolution will be sought, and written warning may be issued.
- If the matter is not resolved and student misconduct continues, a further meeting will be called which may result in suspension.
- If ongoing misconduct occurs, dismissal may occur.
- Serious misconduct may result in immediate dismissal.



STUDENT INFORMATION

THE TREATY OF WAITANGI:

In all cases Industry Training Solutions Ltd will endeavour to participate in culturally appropriate and culturally sensitive practice with all stakeholders in the organisation including staff, clients and organisations. Clients will be encouraged to voice any special conditions pertaining to their race or culture. Industry Training Solutions Ltd will endeavour at all times to be responsive to requests.

RECOGNITION OF PRIOR LEARNING:

When a client states they have the knowledge – they can be invited to present evidence of Current Competency – the assessor can measure the evidence against the evidence record for the NZQA Unit in question, current competencies, evidence &/or recognition of prior learning and skill gaps can be identified, and the assessment requirements will be detailed for the client so they are aware of what they need to do to be assessed as competent in that Unit.

HEALTH AND SAFETY REQUIREMENTS:

All sites are checked prior to classes. If you identify any hazards please inform the Tutor/Assessor immediately.

INTERNATIONAL STUDENTS OR SPEAKERS OF ENGLISH AS A SECOND LANGUAGE:

You must have the ability to communicate in English to a minimum competency level of Band 5 or higher on the IELTS test.

MARKING OF ASSESSMENTS:

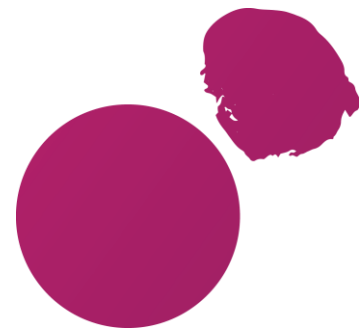
Where possible papers are marked at the end of the course, which enables you and the tutor to go through the exam paper. If competency is gained – you pass! If when marking your assessment, the Assessor finds areas that are incorrect or not complete, they will mark that part of your assessment – not yet achieved. Then you will be able to discuss those areas with your assessor and you are given the opportunity to re-sit those parts of the assessment paper at a mutually agreed time and date, and will be notified in writing, with a brief summary of the area requiring extra study.

WHAT IF I DON'T AGREE:

You can ask us to have another person mark your assessment (this is called internal moderation) where assessor's marking is moderated by their peers to make sure it is consistent and fair. You can ask your assessor, or phone 0800464487 or write to Appeals;

Industry Training Solutions Ltd, Level 1, 515 Main St, Palmerston North 4410.

Appeals will be completed within ten days of your request for appeal. Another assessor will be asked to moderate (re-mark) your paper. You will be able to discuss the matter with that assessor, and head office at any time.



APPEALS:

If you are not satisfied with the assessment result in the first instance you should discuss the matter with your tutor, a re-assessment may be appropriate. You may formally appeal in writing to Industry Training Solutions Ltd detailing the reasons for the appeal. Should you still be dissatisfied with the response you may then appeal to New Zealand Qualifications Authority, P.O.Box 160, Wellington 6140. Phone 0800 697 296.

INDEPENDENT REVIEW OF ASSESSMENT RESULTS:

If you are unhappy with the results of the internal moderation you can request an Independent review. Industry Training Solutions Ltd will get an independent moderator who will make decisions on the appeal of academic results.

ASSESSMENT IN TE REO MAORI:

ITS endorses the right of its students to use Te Reo Māori in assessments.

Assessments may be conducted in Te Reo Māori, provided the conditions outlined in the Assessment in Te Reo Procedure are able to be met.

Students, fluent in Te Reo Māori, who wish to present all or part of their assessed work in Te Reo Māori should notify their tutor and the Programme Manager of this at the beginning of their programme.

COMPLAINTS:

If you wish to make a complaint about any matter relating to the Assessment you should write to us at Industry Training Solutions Ltd and we will address the issue within five working days of receiving it, and respond to your complaint in writing. Please forward your complaint to;
Industry Training Solutions Ltd, Level 1, 515 Main St, Palmerston North 4410.

The Compliance Manager will discuss the matter with you and respond in writing to you. Then if you are not satisfied with our solution, you can bring the matter to the attention of;
New Zealand Qualifications Authority, P.O.Box 160, Wellington 6140. Phone 0800 697 296.

LEARNER GUIDANCE:

Industry Training Solutions Ltd is passionate about your success and because of the many years we have been teaching, we are always on the lookout if you need assistance, however if you feel you would like assistance and or support regarding any matter associated with the course then please do not hesitate to ask your assessor/tutor or call the office where you booked your course or call head office – we are here to help you. It is mandatory that all staff give clients assistance in a respectful, caring, inclusive manner and details regarding any assistance will remain confidential. Class numbers are strictly limited so as to fit in with adult teaching guidelines for maintaining quality teaching, assessment and client comfort. Clients may bring a reader/writer with them into the classroom environment. Industry Training Solutions. Head Office: Level 1, 515 Main St, Palmerston North. 0800 464 487 If you would like assistance, please call our office or seek help from your Local Citizens Advice Bureau or Literacy Training Organisation. Individual tutoring will be made available if requested – please feel free to ask.



CONFIDENTIAL ASSESSMENT OF COURSE:

At the completion of the course it is really helpful for us if you complete the course assessment form – it is confidential – they are collated at Head Office to help us measure our Quality Assurance – we appreciate you taking the time to complete the form and please add any comments regarding your experience with our company.

POSTPONEMENT OF COURSE:

No course is permitted to continue should the normal Tutor or another suitably qualified, contracted tutor be unavailable for any reason. It may be considered practical to have the clients attend another provider's course, should this be the case Head Office should notify you of the availability of the alternative course and transfer any deposits made to the other provider or refund them to you within five days.

PUBLIC COURSE – TERMS & CONDITIONS

Course cancellation; Two working days' notice of cancellation is required to be eligible for full refund of course fees.

Refunds of Scheduled courses: Up to 7 days before the course – if a student cannot attend a course they have paid for, then they will be offered an alternative course. If no acceptable alternative dates are available to the student, then a refund will be given.

Any expenses other than course fees, incurred by Industry Training Solutions Ltd, (i.e., traveling, accommodation or stationery), will only be refunded if Industry Training Solutions Ltd is able to gain a refund on these expenses.

CORRESPONDENCE: No refund given.

LATE CANCELLATION: Notice of cancellation given less than two working days before the course will be held to be a late cancellation and the following fees will apply

- Late cancellation of booking – full course fee payable, no refund
- Rebooking for a later date – admin fee of \$50 will apply. Industry Training Solutions Ltd may waive the admin fee on a case-by-case basis

NO SHOW: If a student fails to attend the course on the day without notice there is no refund, and if course fees are on account, full account is payable. Industry Training Solutions Ltd may reschedule the booking for a later date and apply admin fee only on a case-by-case basis

LATE PROCESSING: If a student fails to complete the course material within 8 weeks of the course date and wishes for their assessment to be processed after this period, a further administration fee of \$50 will be payable.