

Student Conduct, Rights and Discipline Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of SureSafety	Document owner	Nadine Lightfoot
Approval date	26/02/2024	Date effective	
Last review Date	26/02/2024	New review date	

Purpose:

This policy provides students with information about their rights and conduct when attending any SureSafety course to establish a framework for maintaining a safe, respectful, and conducive learning environment.

Obligations and Duties

Management will ensure the policy is available on the website.

Trainers are responsible to ensuring students are inducted before each course on their code of conduct, rights, responsibilities, and authentication of their work.

Students Code of Conduct: Responsibilities

You are expected to accept the following responsibilities:

- To take responsibility for your behaviour and to take responsibility for your learning
- To be self-motivated and self-directed including undertaking preparation work when expected.
- To actively participate in your course.
- To look after your own health and safety and that of others.
- To meet all obligations such as due dates for work and assessments.
- To submit work that is your own.
- To treat all individuals and property with respect.
- To have awareness of the well-being and safety of others.
- To report any unsafe conditions.
- To participate in providing constructive and useful feedback on teaching, courses, and programmes of study.
- To promote an environment that is safe and free from bullying, harassment, and discrimination, including all online forums.
- To ensure that you do not bring any weapon(s) to SureSafety Limited facility/activity.
- To make yourself aware of policies, procedures, and rules and to abide by them.
- To be aware and comply with the Copyright Act 1994, refer to the Academic Integrity Policy
- To be aware and comply with SureSafety Limited's position on intellectual property
- Always provide information that is not false or misleading in relation to their enrolment or study at SureSafety.
- Not to make false accusations against any person.
- To ensure that you are not using or distribute alcohol and illegal substances when attending a course.

Suresafety will have the right to investigate student misconduct with the inclusion of principles of natural justice.

Meet with the student and provide them with the right to respond. Most misconduct will be resolved in this step.

Focus on positive outcomes and positive behaviour

Decisions for resolution may include:

- Dismissal of allegations
- Warning about the incident after informal discussions

- A formal complaint will then be made, and the complaint procedures followed as written evidence. The student may be removed from the course until the complaint has been resolved.
- Students may appeal the outcome of the misconduct, and we will follow the appeal process as stipulated in the Complaints and Appeal Policy.

Students Rights:

Our commitment to you is to create an environment where you have all the information and tools required to succeed in your programme of study. The services you should expect are:

To receive information about SSL EER Category and status

To receive clear, accurate and up-to-date course advice for all programmes/courses.

To have quality learning and teaching experiences from enthusiastic teachers who communicate effectively with you.

To be informed about what is expected of you as a learner.

To have access to information and resources that will assist in your course, including relevant policies and procedures that affect you as a learner.

To receive clear information on how and when assessments will be conducted.

To receive fair, timely and constructive information on your performance in your programme of study/course.

To be able to provide feedback about your programme of study/course and teaching in which you are engaged, without fear or anxiety about giving that feedback.

To receive feedback on changes to the programme of study/course as a consequence of feedback provided by learners or other stakeholders.

To have reasonable opportunities to have a say about any issue that affect you on how SureSafety Limited operates.

To be treated with respect by all learners and all staff.

To learn in an environment that is free from bullying, harassment, or discrimination, including all online forums.

To have access to clear and appropriate procedures for dealing with grievances.

To have reasonable access to facilities, learner support services, and appropriate resources.

To be members of OPSA.

You have the right to a safe and supportive environment and should feel comfortable asking questions or clarifying information with staff.

References:

Related Policies:

Complaints and Appeal Policy

Enrolment Policy

Health and Safety Policy

Related procedures, guidelines or forms:

Website information

Complaint form and Appeal form

Regulatory Compliance

Education and Training Act 2020

Health and Safety at Work Act 2015

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice

Student Fee Protection Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of SureSafety	Document owner	Nadine Lightfoot
Approval date	26/02/2024	Date effective	
Last review Date	26/02/2024	New review date	

Purpose:

This policy provides students with their rights and information about fees when attending any SureSafety course.

Obligations and Duties

Management will ensure the policy is available on the website and that the student fee protection coverage is implemented at all times.

International students:

No international student will be enrolled.

Student fee protection coverage mechanism

SureSafety have a deferred system in place where student fees are due once the withdrawal period is finished for courses over \$500-00 GST inclusive. Payments: In line with our fee protection rules no payment of fees above \$500-00 GST inclusive, is required before the delivery of the programme or standard (course) and payment is only due when the course has started.

Closure of the PTE or its standards (courses)

All students will be refunded for all courses not yet conducted.

References:

Related Policies:

Complaints and Appeal Policy

Enrolment Policy

Related procedures, guidelines or forms:

Website information

Complaint form and Appeal form

Regulatory Compliance

Section 357 of the Education and Training Act 2020

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice

A Learner Wellbeing and Safety System to meet the Code Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of SureSafety	Document owner	Nadine Lightfoot
Approval date	26/02/2024	Date effective	
Last review Date	26/02/2024	New review date	

Purpose:

To ensure systems are in place that effectively address the strategic and transparent approach to learner wellbeing and safety. Applies to all the diverse needs of their learners.

Obligations and Duties

Management will ensure the policy is available on the website and implemented as part of the self-review of learner wellbeing.

Key Process

Outcome 1: A learner's Wellbeing and Safety system

- Involve learners and stakeholders when developing learner well-being safety goals and plans by arranging consultation sessions at the end of each year. Part of the self-review process (see Policy).
- Ensure that all strategic plans and goals address all the Code requirements and support Te Tiri o Waitangi.
- Publish goals, plans, and reviews on the website and have them available at the training venue to make them accessible to learners and stakeholders.
- Improve learner well-being and safety systems by effectively reviewing and changing practices based on feedback from learners and stakeholders to ensure the practice is fit for purpose.
- At the start of training, create an open dialogue where students can be encouraged to feel comfortable raising concerns about the well-being, safety, and behaviour of learners to any staff member or trainer.
- Ensure students are aware of emergency plans by posters and induction before the course starts.

Outcome 2: Learner's voice

- Have processes and tools to partner and work with learners to create an environment that empowers learners to have their say and raise concerns.
- Ensure the learner's voice is heard and effectively responded to when making decisions. This will be done through partnerships with students.
- Run student surveys every 6 months to ask what timely and accessible resources they need to support their voice being given and heard.
- Through our complaints and appeals policy, we will effectively respond to and process all complaints.
- Have the complaints and appeals policy available to learners on our website and facilities.
- Record complaints and report them to management.

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

- Foster culturally safe and inclusive learning environments where learners can raise issues affecting their well-being and ability to learn.

- Recognize, reduce, and respond to discrimination, racism, bullying, harassment, and abuse by implementing our Student Conduct, Rights, and Discipline Policy and making it available on the website.
- Offer advice to students on study and career opportunities.
- By venue safety checklist, ensure physical and digital environments, facilities, and services are accessible and safe for learners.
- Review policies and practices annually to improve where gaps exist.

Outcome 4: Learners are safe and well.

- Inform learners that we can provide assistance to meet their basic needs.
- Promoting mental health awareness through parts of our course curriculums and information posters in training areas about ways to improve mental health support.
- Encourage learners to raise any health and safety concerns they have for themselves. Posters will be used. Induction before the course starts encourages students to raise concerns and encourage them to ask for assistance.
- We have disabled parking and lifts available on the training site to accommodate disabled learners. During enrolment, we will identify disabled learners and proactively try to accommodate their learning needs.
- Provision of first aid and emergency preparedness plans.
- Protect learners's privacy by having learners agree to the collection of their personal information and knowing how it will be used and shared.

References:

Related Policies:

Complaints and Appeal Policy
 Enrolment Policy
 Health and Safety Policy
 Self-assessment policy

Related procedures, guidelines, or forms:

Website information
 Learners and stakeholder survey forms
 Complaint and appeal form
 Complaints register
 Safety and venue checklists
 Wellbeing posters

Regulatory Compliance

Education and Training Act 2020
 Health and Safety at Work Act 2015
 The Education (Pastoral Care of Tertiary and International Learners) Code of Practice

Health and Safety Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of SureSafety	Document owner	William Lightfoot
Approval date	26/02/2024	Date effective	
Last review Date	26/02/2024	New review date	

Purpose and scope

The purpose of this policy is to establish processes to ensure SureSafety provides a safe, healthy, and supportive workplace/training environment that meets the requirements of the HSWA 2015 and the Code. This policy applies to all staff, students, and visitors.

Responsibilities:

Directors

Comply with the Health and Safety at Work Act 2015, and associated regulations, codes of practice, guidelines, and standards.

Identifying reasonably foreseeable hazards to manage psychosocial risks.

Will promote health and safety by implementing procedures and providing resources to maintain a reasonably practicable, risk-free environment.

Ensuring the provision and maintenance of a working environment that is safe and without risks to health, safety and wellness, including provision of First Aid, and safe access to and exit from the workplace.

Ensuring the provision and maintenance of plant, structure, and systems of work that are safe and do not pose health risks to any staff or learners.

Ensure the establishment and upkeep of secure work procedures.

This includes providing any necessary information, training, instruction, or supervision to protect all individuals from health and safety risks arising from work carried out as part of the business or undertaking.

Staff

Staff should take responsibility for their own health and safety by adhering to all policies and procedures and applying health practices.

Comply with the Health and Safety at Work Act 2015, and associated regulations, codes of practice, guidelines, and standards.

Take reasonable care that what they do or do not do does not adversely affect other people's health and safety.

Comply, so far as reasonably able, with any reasonable instruction given by the PCBU, so the PCBU can comply with HSWA and regulations.

Report all incidents at the workplace promptly and accurately.

Students: Students will be inducted before a course starts and informed of health, safety, and wellbeing procedures. This will include emergency plans, first aid, and notification of any injury during training sessions.

Definitions

Incident:

Any unplanned event that disrupts normal operations, compromises security, or poses a threat to the organisation's assets, data, students or personnel.

Notifiable event:

WorkSafe NZ should receive notification of any incident, accident, or death under the HSWA 2015.

HSWA - Health and Safety at Work Act 2015

Procedures:

Wellbeing Procedure:

Students who are unwell must be attended to at all times

All trainers are first aid trained and can assist.

Assess the students and see if any First Aid treatment is needed.

If the student is unconscious an ambulance should be called immediately.

If the student is talking and responsive consult with the student whether you need to call his employer, partner or ambulance for assistance unless he/she is okay.

Record the incident in the incident register including FA treatment provided.

Pastoral Care Support

- Having dedicated support staff – Barendina Lightfoot
- Communication channels: Clear and accessible communication channels email, phone and in-person are available to facilitate student access to support services.
- Follow-ups: When a student doesn't attend a follow-up call will be made to provide pastoral care as needed.
- Referral system: Below are the referral agencies and numbers that will be provided for students during Pastoral Care or in need of assistance.

Helplines available on our website www.suresafety.co.nz

Helplines

Need to talk? Free call or text 1737 any time for support from a trained counsellor

Lifeline 0800 543 354 or 09 522 2999 or free text 4357 (HELP)

Suicide Prevention Helpline 0508 828 865 (0508 TAUTOKO)

Youthline 0800 376 633 or free text 234

Samaritans 0800 726 666.

Support Agencies for wellbeing in Aotearoa:

Mental Health Foundation Information for anyone going through a difficult time and for those interested in mental health and wellbeing. www.mentalhealth.org.nz

Victim Support 24/7 support services for people affected by crime, trauma, and suicide. Call 0800 842 846

Lifeline Aotearoa. They provide free helpline & text services 24/7, all confidential support from health professionals and trained volunteers. Call 0800 543 354 - <http://www.lifeline.org.nz/>

- Proactive Support Initiatives:
SureSafety shall implement proactive support initiatives to identify and assist students at risk of academic challenges. These interventions address potential issues before they impact student success. On our **application/enrolment form**, students provide us of any challenges that they we may need assistance with. For example, a student notifies us of hearing problems. We will assist the student by placing him closer to the front of the room without exposing the student.
- Continuous Improvement:
The effectiveness of student support services shall be regularly evaluated through self-assessment and ongoing professional development for support staff. SureSafety is committed to continuous improvement to enhance student success outcomes.

Emergency Preparedness and Response

Each venue will have evacuation procedures for identifying and responding to emergencies, including a safe assembly point and contact information.

All students will be inducted around the emergency response plan. This will ensure safety of the students during emergencies.

On company sites, the employer will be liable for incident management response, and we will be inducted and follow their on-site emergency response plan.

We will conduct an emergency response every six months and document it by filling out the trial evacuation form.

Workplace Facilities:

A safe area and environment for learners must be considered: All premises will have a venue safety checklist completed to ensure compliance with the HSWA 2015 and the CODE. **Maintain facilities that promote health and safety, including well-ventilated workspaces, ergonomic equipment, and adequate lighting.**

Away courses will have a venue safety checklist completed by the trainer before any course commences to ensure learner safety and wellbeing.

Permanent venues will have a routine monthly inspection done.

All facilities shall have access to FIRST AID and fire extinguishing agents.

Training equipment, tools and Personal Protective Equipment (PPE):

Appropriate PPE will be used where necessary, and SureSafety will ensure its availability, proper use, and maintenance.

Before training begins, the trainer will inspect all equipment and tools. The trainer will conduct this inspection to guarantee its safety for use.

Machine logbooks (MEWP/CRANES) will be completed to ensure all equipment is safe to use by all students and staff. This will be done by the trainer delivering the course.

According to AS/NZS 1891, SURESAFETY will inspect all height equipment every six months. William Lightfoot, the CEO, will carry out this task.

Incident Reporting, management and investigation

All incidents or injuries should be reported to the trainer or CEO.

The incident register should be completed with the incident details. The CEO shall decide if it is notifiable to WorkSafe NZ.

No site should be disturbed unless it is to treat the injured, preserve life, or make the site safe.

All sites should be isolated to prevent unauthorised entry.

SureSafety will investigate all reported incidents and provide feedback to all parties involved.

Controls and training will be put in place to prevent reoccurrence.

Environmental Safety:

The company is committed to operating in an ecologically sustainable manner.

Where we use machinery during training that could spill some hydraulic fluid or petrol, we will have spill kits available to manage a spill.

Spills will be recorded as an incident.

Awareness Practices

Posters will be available to engage with learners about ways to improve wellbeing and safe practices.

Assistance from trainers and the administrative team relating the health and wellbeing.

Documentation

Documentation will be securely stored on our digital platform and hard copies will be securely stored at the office.

We will keep all records of notifiable events for five years after the incident date.

References:

Related Policies:

Self-assessment Policy

Staff Management and Development Policy

Complaints and Appeals Policy

Related procedures, guidelines or forms:

Trial evacuation form

Venue Safety checklists

Incident Investigation procedure

Plant and Equipment Register

Evacuation and response plan poster

Incident and injury form and register

Meeting minutes

Spill response procedure on spill kit

Six months safety gear inspections log

MEWP logbook (on machine)

Regulatory Compliance

Health and Safety at Work Act 2015

AS/NZS 1891

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Information Management and Student Records Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of Sure Safety	Document owner	Nadine
Approval date	24/08/2024	Date effective	
Last review Date		New review date	

Purpose and scope

SureSafety is responsible for safeguarding and storing all student information and records appropriately, while also implementing systems for data management and risk control. This policy shall apply to all student records and information.

Responsibilities

The owners of SureSafety shall ensure that systems and processes for keeping students' records and information are kept safe and stored in such a way that easy retrieval would be possible for students and government agencies.

Statement: Information Management

SureSafety has systems for the collection, recording, and transfer of student records, and financial, statistical, and other information that the PTE must supply to, or keep available for, Government agencies such as the New Zealand Police, NZQA, Ministry of Education, Inland Revenue, ACC, Department of Justice, Tertiary Education Commission (TEC) and Immigration New Zealand.

Back-up copies (cloud management system) for all records are kept in a manner that is accessible in the event of PTE closure, natural disaster, or emergency, and for at least the period of time, the particular records themselves are required to be kept.

SSL will have two copies of the most important information – a cloud-based (Sharepoint) and a physical copy offline.

Financial Records:

SureSafety will keep its financial records up to date, ensure the financial records follow Generally Accepted Accounting Principles and financial reporting standards, and maintain an adequate system of internal financial controls. Financial records will be kept on XERO accounting systems for easy retrieval.

Enrolment records:

Enrolment records for each student must be kept at our main office until at least two years after the completion of the education or training in which the student is enrolled, and the information must be easily and readily available for retrieval. Enrolment forms will be scanned, uploaded and stored as a cloud copy and an offline copy.

The accurate enrolment records for each student that must be kept include the following information:

Full name and address of the student;

Contact details for the student;

The student's national student number (where the student has a national student number);

Nationality and whether a domestic or international student;

The education or training in which the student is enrolled;

The start and finish dates of the education or training;

Details of the student meeting the entry requirements of the education or training, including, where applicable, scores for English language entry requirements;

Invoices and receipts for fees paid to the PTE.

(See enrolment forms)

Academic records:

Academic records of individual student assessment and examination results (for example, for prescriptions, papers, or assessment standards) that include the name of the student, the date of achievement, and the relevant grade, are to be kept as a permanent record; This will be kept as a cloud copy and a physical copy offline.

Cross credits, credit transfer, and recognition of prior learning arrangements for individual students, and the evidential basis for them, which are to be kept as a permanent record

Records of attendance:

Records of student attendance are to be kept for at least the duration of the student's enrolment. Our attendance sheet hard copy will be uploaded to our cloud-based system and we have a record of attendance marked on BOOKING ROOSTER.

Records of Achievement:

Records of the achievement of awards or qualifications are to be kept as a permanent record.

Students will be notified with a letter and certificate as proof that they have achieved the unit standard or successfully completed the micro-credential.

The awarded standard will be reported and uploaded on the provider's portal to go directly onto a learner's New Zealand Record of Achievement (ROA). This will be done within three months after being awarded the standard.

The records will be uploaded electronically and stored on our electronic cloud-based management system. This will also be stored on BOOKING ROOSTER.

Student assessment material

Student assessment materials generated from education or training in which students are enrolled, or full copies of them, will be kept for at least 12 months from the date of completion of that education or training.

Assessment material will be kept as a hard copy at our main admin office and kept on our electronic data storage system -cloud-based.

MOE requirements for managing NSNs

Two delegated authorised users will be allocated to manage SSL NSNs. (Retrieval, adding and checking) SSL will manage National Student Numbers (NSNs) through a series of steps to ensure accurate and compliant record-keeping.

Assigning NSNs: When a student enrolls, SSL must either assign a new NSN or verify an existing one. This is done through the Ministry of Education's ENROL system.

Maintaining accurate Records: Keep detailed records of each student's NSN along with their personal and enrolment information. This includes full name, date of birth, contact details, and enrolment status.

Updating Information: Any changes in a student's details, such as contact information or enrolment status, must be promptly updated in the system to ensure the NSN records remain accurate.

Reporting: PTEs must regularly report enrolment and academic data to the Ministry of Education. This data includes NSNs and is used for funding, statistical analysis, and policy development.

Compliance: Ensuring compliance with the PTE Enrolment and Academic Records Rules 2022 is crucial. This includes regular audits and checks to ensure all NSN-related processes are followed correctly.

General information

SureSafety will keep all information confidential and will only be accessible to authorised staff.

SureSafety will keep all electronic data safe with data protection software.

Hard copy documents will be stored at the admin office, 18 Little John Drive, Bellevue, Tauranga for security and authorised access.

Student may in writing request information or ask to get the information on their records updated.

All student enrolment and academic records is stored on the database of Booking Rooster and financial information on Xero for easy retrieval of any data.

References:

Related Policies:

Enrolment Policy

Management of Risk Policy

Related procedures, guidelines or forms:

Website information

Enrolment forms

Attendance sign-on sheets

Regulatory Compliance

Education and Training Act 2020

PTE Enrolment and Academic Records Rules 2022

Rule 10.1 (b) of the Consent to Access Rule

Enrolment Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of SureSafety	Document owner	Nadine Lightfoot
Approval date	26/02/2024	Date effective	
Last review Date	26/02/2024	New review date	

Purpose and scope

To provide clear guidelines and procedures when admitting and enrolling students. This policy applies to all staff and students involved in the enrolment process.

Obligations and Duties

Management and staff Responsibilities

Establish and maintain a robust system to provide all information to students on different platforms and keep all academic and enrolment records in a safe manner that can be easily made available, recovered, and printed from the storage system.

Provide updated information about the fees and material conflicts of interest by any governing members.

Ensure that this policy is available on our website for students and employers.

Students or Employers

Submit and provide details and information that are true and accurate at the time of course admission and enrolment.

Procedure:

1. Provide written information to prospective students before any enrolment

The PTE will provide prospective students with written information as set out in section 354 of the ACT AND Rule 6.1.4 of the Registration rules. This information will be available on our website, in hardcopy or electronically if requested by email.

- I. Our PTE EER category and statement of confidence
- II. Type of course and duration
- III. Start and end date of course
- IV. Site and location
- V. Relevant entry requirements (pre and co-requisites as per unit standard), CMR requirements, risks associated with the course and selection criteria as per standards (This will be available on each course listing on any flyer or website)
- VI. The total fees for each course or micro-credential,
- VII. Separately fees for class or fees for lecture materials, any NZQA external examination fees, books, special clothing, safety equipment, tools, and any other items that are or may be provided to students enrolled for that programme or micro-credential, including any student association membership fees,
- VIII. Any condition, notice that NZQA has placed on SureSafety as a Private Training Establishment
- IX. Any material conflicts of interest of any of the Governing members of SSL,
- X. Student fee refunds/withdrawals/cancellation conditions and student fee protection coverage.

2. Student Admission Process will include:

SureSafety will verify the student's identity and whether they are a domestic or international student.

SureSafety can only admit domestic students for enrolment.

SureSafety confirms the student's eligibility to study and that the student meets the relevant course entry requirements (CRM, Pre and co-requisites) and any other requirements of risk to the course.

Entry of learners — courses with specific physical requirements SureSafety endeavours to ensure that all learners can attend health and safety training specific to the job.

To ensure students with physical disability or limitations, dexterity, balance, coordination and motor skills problems can be catered for SureSafety asks learners/employers to notify SureSafety of any individual requirements before the course.

Our admin team will help learners to ensure that they are booking on a course that is appropriate for their abilities and will provide the learner with alternative course options should a course involving high-risk activities be deemed likely to put the learner at risk or not be able to perform the tasks required to achieve the specific criteria.

If all criteria of entry are met a written offer to enrol is provided, and the enrolment process is started. Admission and enrolment can be done together as one process or separately.

3.Enrolment Process:

1. The student enrolls by completing an enrolment form serving as an enrolment contract (Paper-based or online). They submit the form and accept the enrolment offer.
2. Students get recorded on our enrolment system. BOOKING ROOSTER and email sent to them confirming enrolment details.
3. SureSafety invoices the student, or the appropriate party, for tuition/course fees.
4. Tuition/course fees get paid by the student or arrangements made for payment by the appropriate party.
5. A receipt for payment of fees will be generated and issued. Records updated.
6. Any subsequent changes to enrolment dates, withdrawals, student exchanges or refunds will need to be agreed upon by both parties. These changes must be recorded and accepted by both parties.

Enrolment records:

Enrolment records must be kept until at least two years after the completion of the education or training in which the student is enrolled.

This will be kept electronically on BOOKING ROOSTER and a copy will be uploaded on our cloud-based system - SharePoint and will be readily available. See information and records policy.

Refunds, Withdrawals and NO Show

Student fee refunds depend on the type of student you are, and the length of your course. SureSafety enrolls only domestic students for courses of two days or less and as per NZQA rules are not eligible for a refund. Any refund is at the PTE's discretion.

Student fee protection coverage

SureSafety has a deferred system in place where student fees are due once the withdrawal period is finished for courses over \$500-00 GST inclusive. Payments: In line with our fee protection rules no payment of fees above \$500-00 GST inclusive, is required before the delivery of the programme or standards (course), and payment is only due when the course has started.

Withdrawals/Cancellations/Rescheduling

Withdrawals/Cancellations/Rescheduling of training courses and booked services must be made in writing to admin@suresafety.co.nz

Our standard cancellation fees are based on full course costs and will be incurred on the following basis: Where you have given notification to SureSafety at least 6 working days' prior to scheduled training or booking there is no cancellation or reschedule fee.

Where you have given notification to SureSafety within 3-5 working days' prior to scheduled training or booking there is a 50% cancellation or reschedule fee.

Where you have given notification to SureSafety Ltd 2 working days or less in advance of scheduled training or booking there is a 100% cancellation/reschedule fee.

SureSafety will not be liable for any costs incurred by the Customer due to cancellation arising from circumstances beyond our control including but not limited to Trainer illness.

No-show

Failure to attend a course that you have enrolled in will result in a 'No Show' attendance status. This will include when you don't show up on day two of a two-day course. All 'No Shows' will be charged the full course cost.

Late arrival on course

Students who arrive within 45 minutes of the scheduled start time: The student may remain on the course.

Students who arrive after 45 minutes of the scheduled start time: The student may not attend the course. Withdrawals/cancellations/rescheduling fees apply.

SureSafety reserves the right to pass on any associated costs to the student or their employer.

Complaints:

Complaints in connection with admission decisions, enrolment or other related issues. See Complaints Policy.

General information

SureSafety has the right to restrict the admission of the student or their employer who owes SureSafety any debts.

References:

Related Policies:

Student rights and responsibility Policy

Complaints Policy

Information and Records Policy

Related procedures, guidelines or forms:

Website information

Enrolment forms

Regulatory Compliance

Sections 346(1)(h) and 354 of the Education and Training Act 2020

PTE Enrolment and Academic Records Rules 2022

Student Fee Protection Rules 2022

Complaints and Appeal Policy

Policy Type	Operational	Department	HR
Approval Authority	CEO of SureSafety	Document owner	Nadine Lightfoot
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Purpose

This policy provides a clear process for resolving complaints and appeals in a fair and timely manner whilst applying the principles of natural justice.

Responsibilities

The owners are responsible for ensuring that this policy is available on the website and that every staff member and student is aware of this policy during inductions.

Definitions

Academic Appeal - A request by a complainant to change any academic decision or complaint outcome.

Concerns – The matter is best resolved by direct or informal contact with the person/people involved.

Complaint - Notification received in writing of a situation where the complainant considers that they have been directly or significantly adversely impacted; requires a more formal process of resolution.

Dispute - A dispute between a student (or former or prospective student) and a provider

Complaint and Appeal Procedure

Suresafety reserves the right not to proceed with a complaint if:

- The complaint is anonymous.
- The complaint is malicious and based on hearsay.
- If the complaint is made two months (60 days) after the alleged incident or event.

All complaints will be dealt with according to the individual merit of the complaint. SureSafety will take any concern, complaint, or appeal seriously and make every effort to resolve them to the satisfaction of all parties.

There are three stages to the complaint's procedure:

- Stage One - Informal
- Stage Two – Formal
- Stage Three - Appeal

Stage One – Informal Stage

It is recognised that some concerns are raised informally. A concern should be raised directly with the relevant staff person, trainer, or assessor. Any such concerns should then be raised promptly and directly with the individual against whom there is a concern where relevant. We aim to resolve informal concerns quickly and effectively.

A response should be made to a concern within ten working days by the staff member receiving the concern or the staff member the concern was referred to. If concerns are not satisfactorily resolved, the complainants should follow the next step of lodging a formal complaint in writing.

Stage Two – Formal Complaint

All formal complaints should be lodged within sixty days (60 days) of the event occurring. Complete the complaint form: See Appendix 1 (also available on our website or can be requested from our admin office)

Formal complaints can be submitted in the following ways;

- Sending an email to info@suresafety.co.nz with complaints form attached.
- Calling us on 021 176 0919 and providing us details about the complaint.
- Completing the complaint form and submitting it in person at our training or admin office.

Receipt of the complaint will be acknowledged within writing 5 (five) working days from when the formal complaint is received.

The Quality Assurance Assistant will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications or meetings with the complainant.

We will reply within 15 (Fifteen) working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example, because a detailed enquiry is still taking place, or staff is absent - we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.

Notify you within 10 working days if the complaint is not upheld, reasons will be given as to why. Results will be documented and provided to both parties.

Stage Three – Appeal Process

All appeals must be in writing and can be lodged in the following ways

- With any staff member at SureSafety and then completing the appeal form.
- Send an email to info@suresafety.co.nz with the appeal form attached or provide an email explaining your reason for appeal.

(The appeal form will be available on our website or at our admin office)

All non-academic or academic appeals will be investigated and where possible resolved within 28 days.

Non-Academic Appeal:

All appeals should be lodged within seven days (one week) if the complainant is not satisfied with the outcome.

Appeals will be handled by an independent third person who has no involvement in the complaint process or complaint investigation. Ensure that steps towards the resolution of appeals are undertaken within twenty (20) working days from the date the Appeal letter/form was received.

The independently appointed person for SureSafety could be another staff member or our Quality Assurance Assistant.

Notify you within 10 working days if the appeal is not upheld, and reasons will be given as to why. Results will be documented and provided to both parties.

Academic Appeal

Learners must be informed of their rights to appeal after receiving their results and disagree with the award/academic decision.

An academic appeal must be lodged within ten (10) working days of being advised of the academic decision.

In order for us to effectively investigate the appeal we need the following information:

- A Copy of the learner's enrolment form
- A Copy of the learner assessment results including evidence collected
- Learners' Reason for the appeal

Investigation of the appeal will involve the Quality Assurance Assistant to ensure third-party participation and use of any external expertise depending on the type of academic appeal to resolve the matter. **The external expertise will be related to the CMR requirements for the unit standards being assessed.**

After reviewing the documentation, the final decision would be notified to the student within 10 working days:

- Uphold the assessor's original decision or
- Overturn the assessor's decision or
- Arrange for a reassessment with a different assessor.

Results will be documented and provided to both parties.

If you don't agree with the appeal "appeal not upheld" you (students) can appeal to any of the following independent resolution scheme providers.

INDEPENDENT RESOLUTION SCHEME PROVIDERS:

The following link is available: NZQA Complaint Code of Pastoral Care in connection with:

Complaints to NZQA about the PTE breaching the Code of Pastoral Care.

Non-compliance relating to SureSafety duty as a PTE complying with the Code to resolve the complaint or the process was not open, fair and non-discriminative they may choose to contact The New Zealand Qualifications Office by phone: 0800697296 or by email: risk@nzqa.govt.nz

You can also post it all to:

Risk Management, NZQA

PO Box 160

Wellington, 6140

Financial and contractual disputes

Domestic tertiary and international learners with a financial or contractual dispute against an education provider should contact Study Complaints www.studycomplaints.org.nz

Records and Review of complaints and appeals

The admin manager will record all formal complaints and appeals in the complaint and appeals register.

Complaints and appeals will be reviewed during management monthly meetings.

References:

Related Policies:

Student rights and responsibility Policy

Assessment and Moderation Policy

Related procedures, guidelines or forms:

Website information

Complaints Form

Appeal Form

Complaint and Appeal Register

Regulatory Compliance

Education and Training Act 2020

Human Rights Act 1993

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021