

STUDENT INFORMATION FOR HEALTH AND SAFETY COURSES



Dear Prospective Student,

Welcome to SureSafety! We appreciate your interest in our course and are excited about the possibility of having you as part of our academic community.

EER status:

SureSafety is committed to the provision of a safe and healthy work environment for student, staff and visitors by complying with The HSWA 2015 and with the Educational Code Of Practice 2021. We ask that you to follow any instructions given to you by the course trainer and consider your own safety and that of others while on the premises.

Below, you will find important information about enrolment, pricing, entry requirements, selection criteria and student information related to course attendance.

You can apply for a course in any of the following ways:

1. Online at www.suresafety.co.nz and click on the book now button under your preferred course
2. Phone by contacting us on 021 176 0919
3. Email info@suresafety.co.nz

To be admitted and enrolled at SureSafety, please follow these steps:

Application/Enrolment Form:

Complete and submit the application form either electronically or at our offices.

Ensure all required documentation is provided and the form is fully completed.

Application Review:

Admin will carefully review each application ensuring that you comply with all the requirements of the course. If all criteria are met, including eligibility to study, you will be admitted enrolling on the course. See student entry and enrolment policy.

Enrolment process:

Successful applicants will be enrolled on the course and receive an official acceptance letter via email confirming the date of the course, the type of course applied for, price, venue and any other important information.

Entry Requirements:

All our courses have an open entry. The general entry requirement for programmes is that the applicant shall be able to complete the course/be deemed capable of achieving the standards required for that qualification.

Please ensure that you are eligible to study, including that you meet the relevant programme entry criteria. Contact us for more information or visit our website.

No pre-entry qualification is required unless the unit standard is requesting a pre-requested unit standard to be in place. Contact us directly or visit our website to ensure pre-entry requirements are met.

If there are risks associated with a course it will be displayed in the course info.

Example Harness course below.

Risk: For safety, our harness training has a weight limit of 135kg due to the harness weight rating. If you provide your own with a higher weight rating, you may be accepted for the course.

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Numeracy and Literacy: All students must have the ability to write, speak and understand basic English. All our courses require the ability to speak, understand, and write basic English to complete the unit standards.

Courses with a practical element required a basic level of fitness. Please enquire if unsure.

Programs Offered and Pricing:

The prices published on the Website are subject to change without notice unless you have an agreement with us stating otherwise. Pricing of all our programs and courses as advertised on our website will include the following:

- Vat is included
- All textbooks, handouts and stationery needed to complete the course
- All equipment, tools and PPE your need to complete the course
- Includes the cost for assessment, moderation and verification of results
- Includes results/credits been notified to NZQA to be uploaded to your ROA

Our full range of pricing for all our courses is available on our website www.suresafety.co.nz

Additional Fees

Issuing Replacement 'SureSafety Safe' Cards will incur an administration fee of \$30.00+GST per card and requires payment before the request can be completed.

Student fee protection coverage

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 prior to the delivery of the programme or micro-credentials(course) and payment is only due when the course has started.

Fee refund entitlements:

All courses SureSafety offers are two days or less and as per NZQA student withdrawals and refund entitlement conditions: Not eligible for refunds and refunding is at the PTE discretion.

Cancellations/Rescheduling

Cancellation or rescheduling of training courses and booked services must be made in writing to admin@suresafety.co.nz. SureSafety Ltd 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.

The following standard cancellation fees are based on full course costs and will be incurred on the following basis:

- Where you have given notification to SureSafety Ltd 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 Ltd 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 or of scheduled training or booking there is a 100% cancellation/reschedule fee.

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Online Training

Cancellation of an online training login may only be made in writing provided the user login has not been activated. If online training is cancelled, or an extension/re-sit is required, a \$55.00+GST administration fee will apply. Online training logins will expire after 60 days from the issued date or as per individual supplier agreement. There will be no refund on expired logins or logins that have not been activated within 60 days.

Failure to attend training

Failure to attend a course will result in a 'No Show' attendance status. All 'No Shows' will be charged the full course cost. No refund.

Course Attendance

It is important that the full course is attended to meet the requirements for certification and assessment outcomes. Please do not schedule appointments during class hours or you may not be able to complete all the assessments. Please make sure you are on time for the course, or you may be refused entry. See below our late arrival procedure.

In the event of a student arriving late after the course started the following conditions/criteria apply.

- Within 60 minutes of scheduled start time: Student may remain on course only at the trainer's discretion.
- Over 60 minutes of scheduled start time: Student may not attend the course. Should it be necessary for the student to return to complete the course at a later date due to late arrival issues, SureSafety Ltd. reserves the right to pass on any associated costs to the student or their employer.

Recognition of Prior Learning/Current Competency

We have a pathway for RPL. Information and the fee for this process are available on request.

Complaints/Compliments

We strive to provide the best service and experience for all our learners. You have the right to make a complaint or to provide us with a compliment about any services, staff or assessments. Information around the process is on our website or you may enquire at our office. All complaints can be directed to complaints@suresafety.co.nz by completing and submitting a complaint form.

Complaint forms are available on our website or at our offices.

If that process does not resolve the issue, you can direct your complaint to NZQA. NZQA's complaint process is for learners who want to escalate a complaint about a possible breach of NZQA regulations that affected their experience studying at an education provider.

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

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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

Disabilities and Physical Requirements

The majority of the courses are practical and involve group participation that requires a level of fitness to demonstrate competency for the skill being trained and assessed against.

If you have any disabilities or illness, that you feel may affect your performance during the course, please contact us to discuss this before the course commencement date.

Course assessments

Assessment Activities will take many forms throughout your course. These may include written assessments, questions from your tutor during the course, practical work and formal scenario assessments and evaluations. For courses with formal assessment, you are required to demonstrate competency in the specific outcome evaluated to achieve NZQA unit standards. Your trainer will provide you with the relevant information on the assessment criteria and outcomes related to the specific course you attend. If you have a learning difficulty, or other disability that makes it difficult for you to be assessed please notify SureSafety before you attend the course so we can provide a possible alternative assessment method.

We encourage you to visit our website or contact our admissions office for detailed information on specific programs, scholarships, and financial aid options.

Unacceptable course behaviour

Sexual/Racial Discrimination or Harassment

Sexual/Racial harassment and/or discrimination are unlawful and will not be tolerated by SureSafety. Students who feel they have been discriminated against or harassed by a fellow student or SureSafety staff member should contact the National Head of Training or follow the complaints procedure.

Smoking

SureSafety has a smoke-free work environment and students are requested to comply with our smoking rules.

Alcohol and Drugs

SureSafety reserves the right to refuse admission of a student if it suspects that they either have consumed, are under the influence of, or are in possession of alcohol or drugs during course hours (other than those personally prescribed by the individual's doctor or are authorised to be in their possession).

Telephone Calls/use

Students are asked not to make arrangements to receive incoming calls or text messages during class time unless it is a matter of urgency. Otherwise, all cell phones are required to be turned off for the comfort of other learners and safety reasons during the practical sessions.

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For any inquiries or assistance during the application process, please contact:
admin@suresafety.co.nz

Thank you for considering SureSafety. We look forward to receiving your application and potentially welcoming you to our vibrant academic community.

Sincerely,

A handwritten signature in black ink, appearing to read 'William Lightfoot'.

William Lightfoot
Director of Training

Note:

We reserve the right to update these Terms and Conditions from time to time and if we do so we will revise the date and revision number of this document.

Date: 28 June 2024 SI 0001