

# The learning place

## Learner Handbook

THE LEARNING PLACE

33 PRINCES STREET, DUNEDIN | 0800 800 415

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## About Us and Our People

Tēnā koe and welcome to The Learning Place.

We are so glad you are joining us on your learning journey.

At the heart of our organisation is a strong kaupapa of access to education for individuals, whānau and your community. Whether you are completing one of our online courses or a school course, be assured that you are valued, and we will support you as much as we can on your learning journey.

Ngā mihi maioha

### Our Mission and Values

Tō mātou whāinga | *Our Mission:*

To provide relevant and accessible learning opportunities for all learners.

Ō mātou uara | *Our Values:*

#### Kounga | *Quality*

Provide, maintain and develop a high standard of educational services that meet the needs of all stakeholders.







#### Whakamana | *Empowerment*

Provide opportunities for all stakeholders to realise their potential.

#### Manaakitanga | *Compassion*

Provide a supportive and inclusive environment for all stakeholders.



Who Are We?	About Us
<p><b>James Froid</b></p>  <p>Kaiko</p>	<p>James is one of our full time kaiko. He has over twenty years' experience working in the Hospitality industry and has been involved in industry training for over fifteen years. James may be one of the friendly faces delivering your course.</p> <p>0800 800 415   <a href="mailto:info@thelearningplace.co.nz">info@thelearningplace.co.nz</a></p>
<p><b>Kowhai Wilkie</b></p>  <p>Kaiko</p>	<p>Kowhai is one of our full time kaiko. She has a Bachelor of Arts – Performing and Screen Arts, a Certificate in English Literature and a Certificate in Adult and Tertiary Teaching. Kowhai may be one of the friendly faces delivering your course.</p> <p>0800 800 415   <a href="mailto:info@thelearningplace.co.nz">info@thelearningplace.co.nz</a></p>
<p><b>Sam Oates</b></p>  <p>Kaiko</p>	<p>Sam is one of our full time kaiko. He has a Bachelor of Arts and Science – Psychology and Sociology. Sam may be one of the friendly faces delivering your course.</p> <p>0800 800 415   <a href="mailto:info@thelearningplace.co.nz">info@thelearningplace.co.nz</a></p>
<p><b>Ricky Clarke</b></p>  <p>Online Co-ordinator / Kaiko</p>	<p>Ricky is our LCQ Co-ordinator. Ricky holds the National Certificate in Security Level 3. He has extensive Hospitality industry knowledge and experience. Ricky can be found delivering online and face-to-face courses, as well as marking and results.</p> <p>0800 800 815 LCQ enquiries: <a href="mailto:info@getlcq.nz">info@getlcq.nz</a> Health and Safety enquiries: <a href="mailto:info@gethns.co.nz">info@gethns.co.nz</a></p>
<p><b>Bona Hicks</b></p>  <p>Online Co-ordinator &amp; Support</p>	<p>Bona is our online support. Bona has a Bachelor of Arts – majoring in Psychology and has been working in the hospitality industry for years. She handles online marking and resubmissions.</p> <p>0800 800 415 LCQ enquiries: <a href="mailto:info@getlcq.nz">info@getlcq.nz</a> Health and Safety enquiries: <a href="mailto:info@gethns.co.nz">info@gethns.co.nz</a></p>
<p><b>Alyson Barnhart</b></p>  <p>Office Administrator</p>	<p>Aly is our office administrator. Aly has a Bachelor of Arts in Psychology and has worked for many years in the hospitality industry. She handles marking, results and re-submissions.</p> <p>0800 800 415   <a href="mailto:info@thelearningplace.co.nz">info@thelearningplace.co.nz</a></p>

## Contact Us


<u>Street Address</u> 33 Princes Street Dunedin 9016, New Zealand	<u>Phone</u> 0800 800 415 or 03 477 7770	<u>Postal Address</u> PO Box 5789 Dunedin 9058 New Zealand
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### Social Media Links

	Website	<a href="http://www.learningplace.co.nz">www.learningplace.co.nz</a>
	Facebook	<a href="http://www.facebook.com/thelearningplaceltd/?fref=ts">www.facebook.com/thelearningplaceltd/?fref=ts</a>
	Instagram	<a href="http://www.instagram.com/thelearningplace.ltd/">www.instagram.com/thelearningplace.ltd/</a>


### Have Your Say!

After you have completed a course with The Learning Place, please give us your feedback.

	Survey link for <b>Face-to-Face</b> courses:
	<a href="http://www.surveymonkey.com/r/thelearningplace">www.surveymonkey.com/r/thelearningplace</a>

	Survey link for <b>Schools Online</b> courses:
	<a href="http://www.surveymonkey.com/r/tlponline">www.surveymonkey.com/r/tlponline</a>

	Survey link for <b>LCQ Online</b> courses:
	<a href="http://www.surveymonkey.com/r/LCQNEW">www.surveymonkey.com/r/LCQNEW</a>

	Survey link for <b>Health &amp; Safety</b> courses:
	<a href="http://www.surveymonkey.com/r/hnsonline">www.surveymonkey.com/r/hnsonline</a>

## Eligibility & Enrolment

For a **school course**, your school will have enrolled you onto the course knowing that you meet the requirements specified in the course information.

For **public online courses**, you will have had your enrolment approved according to the following enrolment process:

- Following the criteria below helps The Learning Place ensure that you are set-up for success.
- You must not have attempted any of the unit standard/s previously. If you have, The Learning Place must be contacted to discuss this.
- You must meet the entry requirements for the course, including any prerequisites.
- You must be **residing** in New Zealand throughout the completion of the course and must provide a New Zealand postal address.
- You must be a NZ Citizen or Permanent Resident. However, if you are an International Student enrolling on a work-related short course, such as LCQ or Health and Safety, we can consider you as a domestic student.

*If English is your second language, you must provide one of the following by uploading evidence with your enrolment:*

- An overall Academic IELTS 5.5 with no individual band score lower than 5.0 (achieved in **one** test completed in the last two years), **OR**
- Acceptable alternative evidence of the required IELTS (see **HERE** for NZQA proficiency table and here for list of recognised proficiency tests).

If you usually require a reader/writer and/or Special Assessment Conditions, please inform The Learning Place during enrolment to discuss your support options.

## Registration

You will complete and sign a registration form when you begin your course. You must make sure you fill this in accurately, and carefully. Double check that all of your personal details are correct. This process is an NZQA requirement and follows our internal record keeping policy.

## Payment | Withdrawals | Refunds

For **school courses**, your school will handle all payments, refunds and withdrawals.

For **online public courses**, payment is made through our payment gateway.

If you wish to **withdraw** from your course, please contact your online co-ordinator.

If you wish to apply for a **refund** for your course, you must email your online co-ordinator.

*To be eligible for a full refund:*

- You must not have accepted the invitation to the online learning platform (KuraCloud).
- You must request a refund within 7 days of enrolling for the course.

## Expiry Dates | Extension Requests

Your **online course** has an expiry date. You will have **two months** to complete your course, including the lessons and the assessment, from the date you enrol on the course. You are required to submit your assessment before this expiry date. You will receive expiry date reminders.

If you have an emergency, illness or bereavement, an expiry date **extension** may be granted on a case-by-case basis by your support person. You should email your request to one of the following:

For Online Schools:	onlineschools@thelearningplace.co.nz
For LCQ:	info@getlcq.nz
For Health and Safety:	info@gethns.co.nz

You will only be granted an extension if your request is received **before** the expiry date.

## Course Requirements

Your course may have specific requirements to help you meet the conditions of the assessment. *You may need to:*

- Use and bring your own device.
- Submit your assessment electronically.
- Wear specific clothing.
- Access specific software e.g., Google Chrome.

For **face-to-face courses**, your kaiako will advise you of the specific course requirements when you start. These requirements are also detailed in The Learning Place's Prospectus and marketing emails. For **online courses**, requirements can be found in the information lesson at the beginning of your course.

## Home Learning

Home learning is sometimes more difficult due to distractions and interruptions. *For tips on how to study online / at home, please follow the links below:*

- [www.studyfromhome.co.nz/taq/study-tips/](http://www.studyfromhome.co.nz/taq/study-tips/)
- [www.serviceiq.org.nz/businesses/employees/study-tips/](http://www.serviceiq.org.nz/businesses/employees/study-tips/)
- <https://elearningindustry.com/10-study-tips-for-online-learners-getting-the-most-out-of-your-elearning-course>

## Pre-course Work

For **face-to-face courses**, you will have been sent a copy of the required pre-course workbook for your course. If you have not received this, and have been enrolled by your school, contact your school co-ordinator for your copy. It is your responsibility to read through this workbook prior to attending your course.



## Learner Support

The Learning Place is committed to supporting all learners by helping them engage in their learning and by encouraging their course completion. *You will be supported in your **face-to-face** course primarily by your kaiako:*

- You will have received access to the workbook for your course, prior to starting.
- Your kaiako will use activities throughout the course to cater to different learning styles.
- You will be given verbal and written feedback throughout your course.
- You will have time to practise your skills and understanding before you are assessed.
- If you usually have Special Assessment Conditions or a reader/writer, your school will be required to provide you with this support on the course.

After your **face-to-face** course, you can contact us for support:

<b>Via email at:</b>	<a href="mailto:info@thelearningplace.co.nz">info@thelearningplace.co.nz</a>
<b>By calling:</b>	0800 800 415 - Extension 2 – Schools
<b>When:</b>	Monday – Friday, 9am – 4.30pm

You will be supported throughout your **online** course in the following ways:

- If you have been enrolled by your school and are entitled to Special Assessment Conditions and/or a reader/writer, your school will create a plan (with approval from The Learning Place) to support your online study.
- If you have self-enrolled and have identified in the enrolment process that you have Special Assessment Conditions or need a reader/writer, you will be contacted to plan your online study support options.
- Online lessons are structured and designed with activities and information to support different learning styles.
- Content is scaffolded in a way that supports your understanding of the information for your final assessment.
- Activities are used throughout the course to keep you engaged. They also provide you with immediate feedback about your learning progress.
- Knowledge checks are used at the end of each lesson to check your knowledge and understanding before progressing to the next lesson.
- Before you can start your assessment, a final pre-assessment check about the key information you have covered in the course is required – *an assessor will supply written feedback on this to help you with your final assessment.*
- A PDF version of the workbook is available to help you complete your assessment.
- You are offered online support. Contact us through:

	LCQ	Health & Safety	Online Schools
<b>Email</b>	<a href="mailto:info@getlcq.nz">info@getlcq.nz</a>	<a href="mailto:info@gethns.co.nz">info@gethns.co.nz</a>	<a href="mailto:onlineschools@thelearningplace.co.nz">onlineschools@thelearningplace.co.nz</a>
<b>Phone</b> 0800 800 415 Monday – Friday, 9am – 4.30pm	Extension 1 LCQ, Health and Safety	Extension 1 LCQ, Health and Safety	Extension 2 – Online schools

- You can request a video call for support by calling the appropriate extension to arrange a suitable time.
- You will be emailed expiry date reminders and progress reports.

## Pastoral Care

‘Nāu te rourou, nāku te rourou, ka ora ai te iwi’

‘With your food basket and my food basket we will flourish.’

If you have been enrolled through your school, your school is responsible for your pastoral care. If you have any concerns, please contact the relevant person at your school. If the kaiako have any concerns about you throughout the course, your school will be contacted directly.

This whakataukī acknowledges the collaborative approach to support for ākonga Māori. The Learning place acknowledges that there is a variance of support available and needed to support ākonga Māori in the learning journey. This support varies regionally and is different depending on the contact. We encourage you to contact your educational institution in the first instance to seek appropriate support for Māori, as Māori.

If you have self-enrolled, we recommend the following support services:		
Literacy Aotearoa	<a href="http://www.literacy.org.nz/">www.literacy.org.nz/</a>	0800 678 910
Lifeline Aotearoa	<a href="http://www.lifeline.org.nz/">www.lifeline.org.nz/</a>	0800 543 354 or free text 4357
Suicide Crisis Helpline	<a href="http://www.lifeline.org.nz/services/suicide-crisis-helpline">www.lifeline.org.nz/services/suicide-crisis-helpline</a>	0508 828 865
Kidsline	<a href="http://www.kidsline.org.nz">www.kidsline.org.nz</a>	0800 543 754 (18 and under)
Ministry of Health Stress Management	<a href="http://www.health.govt.nz/your-health/conditions-and-treatments/mental-health/stress">www.health.govt.nz/your-health/conditions-and-treatments/mental-health/stress</a>	Free Call or Text 1737
Citizens Advice Bureau	<a href="http://www.cab.org.nz/">www.cab.org.nz/</a>	0800 367 222
Healthline	<a href="http://www.health.govt.nz">www.health.govt.nz</a>	0800 611 116
Youthline	<a href="http://www.youthline.co.nz">www.youthline.co.nz</a>	0800 376 633 Or free text 234
RainbowYOUTH / Outline	<a href="http://www.ry.org.nz">www.ry.org.nz</a>	0800 688 5463
Depression Helpline	<a href="http://www.depression.org.nz/">www.depression.org.nz/</a>	0800 111 757

## IT Support

If you are enrolled in an online course, there is a support lesson within the course that will help guide you through the online requirements.

You can request IT support by calling 0800 800 415.

## Attendance

You must turn up on time for your course and stay for the full duration of the course. Arriving late or leaving your course early may prevent you from being assessed for some, or all of your course.

Requests to arrive late or leave early will not be granted unless approved with The Learning Place before the course starts. However, even with approval, arriving late or leaving early may have an impact on your assessment results.

## Absences

If you are absent for all or part of a day, you may not be able to attend the rest of the course. You must inform your school/The Learning Place if you are going to miss any part of the course before it starts.

## Breaks | Food

If the course is being held **at your school**, you must follow your school's breaktime policies.

For **face-to-face courses** held **off-site**, you are required to follow the breaktimes communicated to you at the start of the course and bring your own food for the duration of the course, or money to purchase food.

You can leave the off-site training venue during breaktimes unless The Learning Place have been informed otherwise by your school.

- You must return from your break on time.
- You must not engage in any illegal activity during the break.

## Learner Behaviour

### Behaviour on a Face-to-Face Course

The Learning Place expects that all learners conduct themselves in a positive way that does not negatively impact the learning of others.

At the beginning of every course, our kaiako will reinforce the positive expectations expected of you. Any behaviour that does not line up with our values and expectations will not be tolerated, and our kaiako will follow the appropriate procedures if needed:

#### Low level disruptions:

Examples include but are not limited to: outbursts of irrelevant questions; talking over the teacher; distracting noises; any behaviour that is interfering with other learners' learning opportunities.

1. The kaiako will positively reinforce reminders of classroom behaviour expectations.
2. If behaviour continues, the offending learner(s) will be quietly and privately pulled aside by the kaiako and positively reminded of the classroom expectations, and discuss the implications their behaviour is having on the achievement of other learners.
3. If the behaviour continues, they will be pulled aside once more and given a final warning that if this behaviour continues, they will be removed from the course.

4. If the behaviour still continues, this becomes continual disrespect and refusal to follow instructions. The kaiako will contact The Learning Place's head office, and the head office will inform the school to come and remove the learner(s).

#### **Moderate disruptions and/or behaviour:**

Examples include but are not limited to: inappropriate and/or offensive verbal, physical, technological and/or written forms of behaviour.

1. The offending learner(s) will be quietly and privately pulled aside by the kaiako to discuss their behaviour.
2. If the behaviour still continues, they will be pulled aside once more and given a final warning that if this behaviour continues, they will be removed from the course.
3. If the behaviour still continues, the learner will be removed from the course. The kaiako will contact The Learning Place's head office, and the head office will inform the school to come and remove the learner(s).

#### **High Level Disruption and/or behaviour:**

Examples include but are not limited to: being under the influence of drugs or alcohol; extreme verbal, physical, technological and/or written threats that are not considered imminently dangerous.

1. If possible, the kaiako will isolate others away from the learner.
2. The kaiako will contact The Learning Place's head office immediately, and the head office will inform the school to come and remove the learner(s) urgently.

#### **Extreme or dangerous behaviour:**

Examples include but are not limited to: imminent and/or immediate threats and/or danger of hurting self or others.

1. The kaiako will remove all learners away from any risk or harm.
2. The kaiako will contact the appropriate authorities.
3. The kaiako will contact The Learning Place's head office, and the head office will inform the school.

*Resubmission and further assessment opportunities will not be offered to learners that are removed from the course, and they may be prohibited from enrolling in future courses with The Learning Place.*

## Online Behaviour

You are expected to act safely and responsibly at all times when using online technologies such as internet, online learning environments, email, mobile phones, messaging platforms and social media. *You should think carefully about how you behave online including:*

- Not sharing images or recordings taken of other learners or trainers without their permission
- Not letting online technologies distract from your own learning.
- Not uploading offensive material.
- Communicating with others online using respectful, appropriate language.
- Being careful with strong language, sarcasm and humour, as these can be easily misinterpreted on online platforms.
- Being courteous and respectful at all times.
- Thinking before you share!
- Your online behaviour must not bring down the reputation of The Learning Place.

## Alcohol & other Drugs – Face-to-Face Courses

The Learning Place has a zero-tolerance approach to drug and alcohol intoxication whilst undertaking any of The Learning Place's courses.

The following procedure will be followed if there is evidence of you being under the influence of drugs and/or alcohol on a short course:

### **Concern by Member of Staff**

If a member of staff believes that a learner is under the influence of drugs and/or alcohol on a course, they should report this concern immediately to the Director.

The member of staff will use the **SCAB** (speech, co-ordination, appearance and behaviour) test to ascertain intoxication.

### **Action by Director**

The Director will:

1. Speak with team members involved with you to gather observed evidence. This will be done in a way that does not compromise your confidentiality.
2. Interview you to decide whether your conduct is of significant magnitude to review your status on the course.

### **No Change**

There is not a case for further action. You are not intoxicated.

**Action:** No further action will be taken. The member of staff who raised the concern will be informed.

### **Dismissal**

If the Director concludes that your conduct is sufficiently disruptive, you will be removed from the course. If you are enrolled through a school, your school will be contacted to safely remove you. If you are dealing drugs from a Learning Place premises, the matter will be referred to the police.

## Smoking & Vaping

The Learning Place provides a healthy, comfortable and productive work environment for team members and learners of The Learning Place, in accordance with the Smokefree Environments and Regulated Products (Vaping) Amendments Act 2020 and any subsequent amendments.

Smoking and vaping is not permitted anywhere in premises or entranceways under the control of The Learning Place.

## Contacting Kaiako Before or After a Course

The Learning Place will not provide the personal contact details of our kaiako to anyone. All communication between you and The Learning Place must be communicated through your school or The Learning Place's head office.

Kaiako will not provide any of their personal contact details to learners or communicate with learners using their personal contact details. The Learning Place can be contacted by calling 0800 800 415. If a kaiako is needing to contact a teacher, learner, or parent they will do so by contacting The Learning Place's head office, and the head office will contact them.

Kaiako will not accept any learners' social media requests or communicate with learners through any form of social media. The Learning Place have a public Facebook and Instagram page where learners can reach us.

## Driving

If you have been enrolled on a course by your school and you are driving to and from our courses, and/or during break times, you must adhere to your licence conditions.

If you need to drive for components/requirements of a course, the kaiako will ask to sight your licence before granting permission.

The Learning Place takes no responsibility for learners not adhering to their licence conditions. It is the school's responsibility to inform their own learners if they do not want them driving.

## Authentication

For **face-to-face courses**, you will sign your assessment to confirm that your work is your own. Your kaiako will also sign your assessment verifying this information.

For **online courses**, you will be required to sign your assessment to confirm you work is your own. You will also be required to submit evidence of your ID.

## Video Calls

For our **online courses**, 1 in 10 of our learners will be contacted via video call to verify their identity and check understanding of the course content.

## ID Checks

For **online courses**, you will be required to upload an image of you holding your approved photo ID. Approved ID includes:

- Current passport
- Driver's Licence
- HANZ 18+ card
- Kiwi Access Card

If you have been enrolled by your school, your school ID may be acceptable for ID authentication purposes.

# Academic Misconduct

## Plagiarism | Cheating

The Learning Place expects honesty, fairness and respect from their learners. By ensuring that the work you submit is your own, and in your own words, academic integrity can be maintained. Please make sure you understand the definitions below, as failing to adhere to assessment requirements can result in serious consequences. Please feel free to ask one of The Learning Place's support staff if you are ever unsure.

<b>Academic Misconduct:</b>	This could be any action or behaviour you make that could result in you gaining an unfair academic advantage, be it intentional or unintentional.
<b>Plagiarism:</b>	<p>This could include you doing any of the following:</p> <ul style="list-style-type: none"> <li>• Copying all or part of someone else's work and pretending it is your own.</li> <li>• Copying and pasting assessment answers from someone else's assessment.</li> <li>• Submitting work that someone else wrote for you.</li> </ul>
<b>Cheating:</b>	<p>This could include you doing any of the following:</p> <ul style="list-style-type: none"> <li>• Working with another learner to come up with the answers in an assessment.</li> <li>• Using someone else's test/assessment to complete your own.</li> <li>• Paying someone else to do your assessment.</li> <li>• Having someone else do an assessment for you.</li> </ul>

### **Procedure:**

1. Any learner, trainer or assessor who suspects that academic misconduct has occurred must report this promptly to The Learning Place's Academic Department.
2. Learners will be informed that they are being investigated for possible misconduct. If learners were enrolled by a school, the teacher will also be informed.
3. The Academic Department will investigate the allegations to determine whether or not the misconduct was intentional or unintentional. This could include using detection tools, speaking with the assessor, or interviewing the learners themselves.
4. If more than one learner is involved in the allegations, both learners will be investigated separately.
5. Within **10 working days** of being informed, the Academic Department will come to a decision about whether the misconduct was intentional or unintentional and learners will be informed of the decision. If learners were enrolled by a school, the teacher will also be informed.
6. If the misconduct is deemed unintentional, there will not be any penalty, but they may be required to re-attempt components of the assessment to demonstrate understanding.
7. If the misconduct is deemed intentional, the learner's assessment will not be marked, and no grade will be awarded. They will not be permitted to attempt the assessment again.
8. If the same learner is found guilty of misconduct in future, for a different assessment, they will be unable to enrol in any further courses at The Learning Place.

# Learning | Assessment | Results

## Learning Resources & Methods

For your **face-to-face course**, you should have received a copy of the workbook before you arrive for your course. A kaiako will deliver your course learning materials and use a variety of interactive activities to help with your understanding of required information before you begin your assessment.

For your **online course**, you will work your way through a module containing a series of online lessons. The lessons contain a variety of interactive learning materials and activities to help you understand the key outcomes required for your final assessment. You will complete knowledge checks throughout the lessons and these will provide you with instant feedback about your progress.

Before completing your final assessment, you will be required to complete a pre-assessment check. This will help your assessor determine whether you are ready to begin the final assessment.

## Written Assessment Conditions

For an open book assessment, you may use any written materials supplied online or by the kaiako throughout the course. You may also gather information from a variety of other sources. However, your answers must be your own work and in your own words. Please refer to the Academic Misconduct section of this Learner Handbook for details about this.

For **face-to-face courses** in a classroom environment, your kaiako will supervise this assessment to make sure that you complete all of the assessment questions and that the assessed work is your own.

For online courses, you will have to verify your identity at various points throughout the assessment to authenticate your work. Please refer to the Authentication section of this Learner Handbook.

- You must attend and complete **all** of the required learning on the course, before being assessed.
- You must ensure you complete **all** of the assessment questions before submission.
- Your kaiako or Online Support Contact cannot give you the answers to specific questions. They can, however, clarify what a question is asking or provide examples using a different context than the one used in the assessment.
- You must **not** discuss and write the exact same answer as another learner.
- You need to provide detailed answers that show your assessor your understanding of the question. For paper-based assessment, you may use extra paper if needed.
- You may communicate answers verbally to a verifier **approved by The Learning Place** (teacher, teacher aide, kaiako). However, they must only write the exact answers you give them.

## Practical Assessment Conditions

Practical tasks are open book. This means you can use a variety of information sources to help you plan and prepare for your practical assessment. However, practical tasks must be your own work, with no assistance from any other person.



Your kaiako will explain the conditions of practical components before you are assessed. The form and criteria kaiako will be using to assess you can be found in the assessment. Please make sure you understand what you are being assessed on by reading the information and clarifying any questions with your kaiako, before being assessed. To meet the requirements of practical components, you **may** be required to:

- Wear specific clothing to meet the simulation or health and safety requirements of the standard
- Present in front of a certain number of people
- Comply with the organisational requirements of the simulation
- Be recorded or photographed for NZQA moderation requirements
- Interact/communicate with another learner or learners
- Not rely on a script
- Meet a particular length of time

### **Fair Assessment Opportunities**

If an assessor/kaiako believe that you have not had a fair assessment opportunity and that you need more time or support to fairly complete an assessment (within the assessment conditions and guidelines of the standard) they can seek approval for this by speaking with The Learning Place's Academic Manager. Examples of you not having a fair assessment opportunity may include:

- You not being provided with your approved SAC (Special Assessment Conditions) support as provided by your school
- Not being provided with sufficient time to complete the assessment
- Distractions out of your control

It is at the Academic Manager's discretion to decide if you have not had a fair assessment opportunity. If the Academic Manager concludes that you have not had a fair assessment opportunity, you may be provided further time to complete your assessment under the same conditions as the original assessment. The resubmission and further assessment opportunity policy below will then apply after your first submission.

### **Resubmission**

If you have had a fair assessment opportunity, you are entitled to one resubmission. A resubmission allows learners marked as Not Yet Achieved to make corrections to their assessment, on their own, without further teaching. The conditions of a resubmission are:

- To be eligible for a resubmission, you must have completed the teaching, learning and assessment requirements.
- You must have attempted all of the assessment components.
- One resubmission attempt per completed unit standard is allowed. On occasion, a second resubmission may be approved by the Academic Department; this may incur a \$25 administration fee.
- A resubmission must be under the same assessment conditions as the original assessment.
- The assessor may record oral answers for you if the skills and knowledge being assessed allow for this.
- Resubmissions must be returned to The Learning Place for marking within one month of you receiving your result.

### Further Assessment Opportunities

If you are marked as **Not Achieved** due to failing a resubmission, missing a lot of the required teaching and learning, or submitting an assessment that shows a severe lack of understanding, you may be allowed one further assessment opportunity. Further assessment opportunities require you to complete ALL of the teaching, learning and assessment requirements again. The conditions of a further assessment opportunity (FAO) are:

- FAOs must be arranged with The Learning Place within the same year as the original teaching, learning and assessment.
- You must complete all of the teaching, learning and assessment requirements again.
- FAO's must be clearly indicated on the result sheet of the assessment.
- You are only allowed one FAO per assessment.
- The Learning Place's resubmission policy applies after your further assessment opportunity submission.

### Results

You will see one of the codes below on your assessment cover sheet:

AB	Absent	You were enrolled for the course but were absent when the standard(s) was assessed.
I	Incomplete	You were present on the course, but you still need to finish parts of the assessment.
NYA	Not Yet Achieved	You have Not Yet Achieved, but you are eligible for a resubmission.
NA	Not Achieved	You have Not Achieved the assessment and are not eligible for resubmission; you may be eligible for a further assessment opportunity.
A	Achieved	You have Achieved the standard(s) and your credits can be reported

For all **school courses** (online and face-to-face), achievement results will be emailed to your school within **14 working days** of your course completion. Your school is responsible for letting you know your results and loading your credits to NZQA.

For **public online courses**, you will be contacted via email with your result within **5 working days** of your assessment submission. If you have met all of the assessment requirements and Achieved your assessment, The Learning Place will load your results to NZQA.

### Certificates

For **school courses**, your certificate will be **emailed** to your school if you have Achieved.

For all **online public Health and Safety courses**, a certificate will be emailed to you with your final result. You can request a hard copy of the certificate on enrolment for a **\$5** administration fee.

### LCQ Certificates:

For all **online LCQ courses**, a certificate will be emailed to you with your final result. Up until April 2020, Service IQ were the only company who could issue your **LCQ Certificate**. Since then, any training organisation has been able to issue this. If your local DLC has any issues your certificate they can get in contact with us.

If you have not received your LCQ Certificate within 10 working days from receiving your digital copy please get in contact with us.

## Academic Appeals

The Learning Place are committed to providing fair and consistent learning opportunities for all learners. If you feel that an assessment decision was incorrect, or that you were not provided with a fair assessment opportunity, you are entitled to lodge an appeal.

Your appeal must be received within **five working days** of being notified of your assessment decision, and should be emailed to the Academic Manager: [academic@thelearningplace.co.nz](mailto:academic@thelearningplace.co.nz)

The email should state (in detail) the grounds for your appeal; full details of the matter including dates, times, places and kaiako name; your own details including full name, contact number and email.

Grounds for appeal include but are not limited to:

- Believing that you were not provided with a fair assessment opportunity.
- The documented grade decision differing from feedback received after the assessment.
- Believing that the assessor failed to follow the agreed assessment processes and/or procedures.
- Believing your assessment was marked incorrectly.

Once an appeal is lodged, it will be reviewed by the Academic Manager. Further information and material may be required from you and/or your assessor. Within **ten working days** a decision will be made, and you will be informed on how we will proceed.

The Learning Place may refuse an appeal if you were removed from the course for behavioural reasons and/or were absent from the course without a justified explanation.

If no resolution is reached, you are welcome to work through The Learning Place's formal complaints procedure by emailing The Learning Place's Director: [pieter@thelearningplace.co.nz](mailto:pieter@thelearningplace.co.nz)

If you are still not satisfied with the solution, we advise them to bring the matter to the attention of The New Zealand Qualifications Authority - using the following link:

[www.nzqa.govt.nz/about-us/make-a-complaint/concerns-about-a-teo/](http://www.nzqa.govt.nz/about-us/make-a-complaint/concerns-about-a-teo/)

## Learner Complaints

The Learning Place believes that we have a responsibility to provide you with a learning environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes.

### Informal Complaints

Examples of informal complaints might include the following:

- minor classroom irritations (other learners break concentration by always talking in class etc)
- concerns arising from miscommunication or misunderstanding
- disagreements over minor academic matters, resource issues
- facilities or learning environment issues

Informal complaints are usually made verbally to your Learning Place kaiako, who should interview the person concerned in private, allowing a support person to come if requested. The kaiako will evaluate the nature and seriousness of the complaint, resolve it at the time if possible or refer it on to The Learning Place's Academic Manager. If the complaint is about one or more other people, they should initially be interviewed separately.

Resolution will be determined when you (the complainant) express satisfaction with the outcome, or verbally accept the kaiako actions. If the actions are not accepted, you have the option of an outside authority and this then becomes a formal complaint.

### **Formal Complaints**

If you wish to make a formal complaint, you should do so in writing, and submit this to The Director of The Learning Place. You have the right to a support person throughout the process until it is resolved.

If your complaint is about another person, that person must be given an opportunity to respond to it.

A written record will be kept of the complaint, the meeting/s held, the steps taken to achieve a resolution and an outcome statement.

The Director will produce the outcome statement which should be signed by you (the complainant), the Director and any other affected parties.

If the complaint is not resolved to your satisfaction, you will be advised of your right to go to an appropriate external authority.

If you are not satisfied with the outcome of the formal complaint, you can consider complaining to NZQA. To contact NZQA, you can call 04 463 3000 or submit an application via their website: [www.nzqa.govt.nz/about-us/make-a-complaint/](http://www.nzqa.govt.nz/about-us/make-a-complaint/)

### **Confidentiality**

The disputes process, and any information collected during it, is confidential. If a party to the dispute chooses to invalidate the complaints process by discussing the complaint outside of this process, the protection of their confidentiality will be considered redundant.

## Health and Safety

It is your responsibility to ensure that your actions or inactions do not place yourself or others at risk of injury or illness.

### **Sickness or Injury**

All of The Learning Place's face-to-face kaiako are police vetted and have current First Aid qualifications.

If you are feeling unwell or injure yourself during your course, inform your kaiako immediately.

### **Medication**

The Learning Place kaiako are not able to provide you with any medication (including Panadol), unless prior written approval has been provided by your school.

### **Emergencies**

Kaiako will explain emergency procedures at the start of each course, including lockdown, earthquake and evacuation procedures. Call 111 in matters of life and death where immediate action is required.

### **Bullying | Harassment | Discrimination**

The Learning Place has a zero-tolerance policy when it comes to bullying and discrimination of any form. We aim to provide a safe, inclusive learning environment for all learners. In our courses, we encompass and encourage the values of manaakitanga (kindness, support and care); ōritetanga (equality and equal opportunity), and kotahitanga (unity and togetherness).

### **Disclosures**

Our kaiako and support people will not converse or provide advice about personal and/or sensitive topics with you.

If you do disclose personal and/or sensitive information that is of concern they will:

- listen, empathise, and pass on.
- not provide personal advice.
- inform you that they will have to pass this information on.
- “Is there someone at your school you feel comfortable with that I can pass this information on to?”
- record the specific details of the disclosure on their Class Checklist Incident Form.
- (if relevant) inform The Learning Place’s head office, and the head office will inform the school.

## Privacy

We collect personal information from you, including information about your:

- |                          |                                   |
|--------------------------|-----------------------------------|
| • Name                   | • Learning needs                  |
| • Date of birth          | • Location                        |
| • Contact information    | • Interactions with us            |
| • Employment information | • Billing or purchase information |

We collect your personal information in order to:

- meet the requirements of the Education and Training Act 2020 and to support your learning.

Besides our staff, we may share this information with:

- your secondary school. If you have been enrolled by your secondary school, we will report your achievement and progress as per the Memorandum of Understanding we have with your school.
- the agency or organisation paying for your course. For public courses, we will only provide your information to the agency or organisation paying for your course if you consent to this on your course registration form.

Providing some information is optional. If you choose not to enter registration and enrolment information, we will be unable to provide services to you.

We keep your information safe by storing it in secure electronic and/or manual files.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [pieter@thelearningplace.co.nz](mailto:pieter@thelearningplace.co.nz), or 0800 800 415, or PO Box 5789 Dunedin.

### **Photography and Video Recordings**

To meet NZQA moderation requirements, we may need to take photos and/or recordings of you as evidence. We may also want to use your photographs and feedback quotes for promotional materials.

To ensure your privacy and security of photographs and recordings of learners, The Learning Place will:

- ensure kaiako are not taking or keeping photographs/recordings on their own personal devices
- ensure all photographs/recordings are stored in a secure electronic folder

If you do not give/have permission to be photographed or recorded for moderation or promotional materials, it is your school's responsibility to inform us of this, prior to course commencement.

### **Confidentiality**

The learning place will keep your information confidential. This includes keeping any information with your details on them private and secure, in accordance with the Privacy Act 2020.

## Further Study

The Learning Place offers courses that cover a wide range of skills and vocational tasters.

If any of our courses have sparked your interest in a particular career or vocation, you may find helpful information at: <https://www.careers.govt.nz/>