



## Trainee Handbook

### Welcome to QCONZ

As a QCONZ trainee, you have free access to a variety of Support Services and resources to help you achieve your learning goals. The Learner's Handbook will introduce you to these resources.

In addition, this Handbook provides guidance on QCONZ procedures and policies that will help you successfully complete the courses. You will find useful information, including a list of resources, and a few tips for success, and a list of advisors who will answer questions on the courses. As you read this Handbook, you may have questions. Please contact QCONZ via telephone on 0800 QCONZ LTD (0800 726 695), or e-mail to [training@qconz.co.nz](mailto:training@qconz.co.nz).

Best Wishes,  
QCONZ Training

### *If you would like to do a QCONZ Course*

#### **Step 1: Contact us to tell us you are interested**

- We will provide you with additional information and the appropriate forms to register for a course.

#### **Step 2: Register**

- To register on a course or programme, complete the registration form. We can send you one or you will find one on our website [www.QCONZ.co.nz](http://www.QCONZ.co.nz)

#### **Step 3: Training subsidy**

- Depending on the course of study you have chosen you may qualify for a training subsidy. For New Zealand applicants please contact your industry training organisation. If you are unsure which ITO (industry training organisation) is appropriate contact Skill New Zealand or NZQA (New Zealand Qualifications Authority).
- Follow these step-by-step instructions to get started with an QCONZ product or course. If you have questions, contact the QCONZ training coordinator.

#### **Step 4: Payment of Fees**

- Unless you have made prior arrangements with QCONZ, make payment via credit card or cheque prior to the course commencement date. All registrations are treated as pencil booked until full payment is received.

#### **Step 5: Complete the Registration Confirmation form**

- You will receive a registration confirmation from QCONZ. This outlines the location, venue and start and finish times for the course. It also outlines what will be provided, what you will need to bring or supply. There is a Terms and Conditions section on this form for you to read, complete and return.

#### **Step 6: Ask Questions**

- If you have questions, contact: the QCONZ training administrator.

### *Special Needs*

When registering, please indicate requirements for special facilities, equipment, materials, or diet etc. Please advise us of special requirements preferably 10 days prior to the beginning of the course. While it is our standard policy to only use venues with full wheel chair access, the sooner we can determine any special needs the more likely we are to be able to select a venue able to fully meet your requirements.

### *Quality Assurance*

To ensure all participants receive effective training, the number of participants attending QCONZ courses is strictly limited, facilitating a highly participative course of maximum benefit to each attendee.

### *Guarantee*

If you are not satisfied that a course has met your professional needs, you will be entitled to attend another QCONZ course (or receive another QCONZ service) of similar value or a full refund of course fees paid (some conditions apply).

### *Logistical Information*

For most courses, on-site registration occurs from 8:15-8:45 a.m. on the first day of the course. Daily instruction is from 9:00 a.m. to 5:00 p.m. with morning tea, lunch and afternoon tea breaks. For additional hotel, travel directions, or directions contact your travel agent or the host city's information office or chamber of commerce.

### *Recognition of Prior Learning – Recognition of Current Competence*

In order to ensure that trainee Prior Learning achievements (and or Current Competencies) are recognised in relation to course entry requirements, QCONZ adhere to the following policies:

- All selection processes will provide an open process for trainees that will allow them valid and appropriate recognition of skills and knowledge that they already possess.
- Recognition of prior learning should be accessible to any trainee with skills, knowledge, and attitudes that can be validated and are appropriate to the course/s they are applying to undertake.

Upon request by a trainee QCONZ will:

- Consider a trainee's request for recognition of prior learning and then (if required) proceed with a formal RPL process.
- If necessary ask a trainee to further substantiate evidence of prior learning.
- Obtain permission from the trainee for QCONZ to contact any referees nominated by the trainee.
- Advise the trainee of QCONZ's decision and provide access to discuss further.
- In the event that the trainee disagrees with the decision/s made the trainee will be able to make direct contact with the QCONZ Training Manager.
- Note: There may be a charge for the RPL / RCC processes.

## Appealing Results

If a trainee wishes to query the marking of an assessment, this must be done within ten days of receiving back the assessment, with the Tutor. Trainees may appeal assessment decisions they consider are unfair or inaccurate. In the first instance the matter should be raised with the Training Manager, who may discuss the issue with the tutor concerned. Should this not resolve the matter, the trainee may then appeal to the CEO.

## Assessments

Assessments for the programmes and unit standards vary. Some will be by written exam, others by assignments, role-plays, workplace observations and discussions, or online. Your tutor will explain the assessment procedures.

All work for assessments, both classroom and eLearning, must be your own work. Copying or using notes, from trainees or the internet is not acceptable. Assessments will be shown to you upon completion of marking, and returned to you at the end of the course. The management will deal with any cases of cheating seriously.

## Assessment Procedures

- Written and formal assessments are undertaken at the time and date given by the tutor or assessor.
- They may be open or closed book, and take place in a classroom, or in the workplace and possibly verified by a manager or on the job assessor.
- You may require applicable workbooks, a pen and a calculator (if required).
- Some assessments may be marked immediately and where possible resits completed on the same day.
- Closed book assessments may take up to a week for marking.

## Cross Credits

QCONZ recognises those trainees who have gained NQF units prior to the course or who have prior learning. Credit transfers can be obtained by either producing evidence of achievement of the required unit standard or if you believe to have prior learning then you can request to sit the assessment prior to the learning taking place. When a trainee receives cross credits for a unit standard they have already achieved, the trainee will do either of the following:

- Attend the class without completing the assessment, to have a further opportunity to learn more.
- Attend class and complete the assessment allowing the trainee to continue to participate in group activities the class might be doing.

## Credit transfer

QCONZ have a policy of recognising the transfer of credits from one training establishment to ourselves. For trainees who have already completed some of the unit standards included in the course there are some other options available to you. Not all training establishments have this as their policy however so you may not be able to transfer your credits from us to another training establishment should you need to do so.

## Re-Assessment (Resits)

If a trainee does not achieve a Unit Standard and wishes to be re-assessed, it is only necessary to re-sit the portion of the unit standard/s that were not achieved. It is not necessary to re-sit the whole assessment again. Where possible, resits will be done in the same day as the assessment. A resit time will be held each week, or as needed, and every trainee is expected to attend if they have any resits to complete. It is your responsibility to keep up to date with your resits. You will need to bring any workbooks and material (e.g. calculators etc) required to complete your resit papers.

## Results Notice

Throughout the course you will be given an updated Results Notice notifying you of your results. Please check this thoroughly and advise your Course tutor of any problems.

## Withdrawing from Your Course of Study

If you wish to withdraw from your course you must put this in writing and either post it in or hand to the office.

The cancellation fees are as follows:

- From enrolment and up to seven days after the first day of the course, a pro-rata refund will be provided less an administration fee of 10% of the course fee paid.
- After eight days – trainees will pay the full course fee and no refund is given.
- If the trainee withdraws from one course and transfers to another course an administration fee may be charged.

## General Information

This section contains information on QCONZ policies and procedures that will help you successfully complete distance learning courses.

## Assessment for distance learning

Assessment standards for distance learning courses are the same as for workshop based courses.

## Trainee Identification

QCONZ may need proof of identity for trainees attending courses or undergoing assessment to recognised industry standards.

## Library Services and Additional Resources

In most cases Trainees will be provided with all the resources required to effectively complete their learning. These may be as printed course materials, online documents or other video clips and electronic media specific to each course of learning. Trainees are encouraged to access other resources at their local library or via the internet. Upon request QCONZ will provide additional assistance in sourcing information.

## Support Services

Trainees enrolled in distance learning courses are entitled to all of the resources and services offered by or available through QCONZ, including library services, career counselling, and technical assistance. In addition, QCONZ offers distance learners assistance with registration, funding applications, and product support as required.

## Course / Sector Support

For assistance relating to courses in your sector please use the following guide:

- For PriTO courses call 0800 726 695 and ask to speak with the Training Coordinator who will connect you with a Dairy Sector Tutor.
- For Aged care sector support call 0800 726 695 and ask to speak with the Training Coordinator.
- For English as a second language related queries and literacy and numeracy support call 0800 726 695 and ask to speak with the QCONZ Training Manager.
- For Food Safety related support call 0800 726 695 and ask to speak with Marianne Salmon.

## Textbooks/Materials

Where required trainees must purchase their own textbooks and other course materials as recommended in the course outlines.

## Formal Complaints and Appeals

From time to time a course attendee or client may wish to make a formal complaint or appeal.

Complaints and appeals could relate to:

- the assessment process/decisions,
- the conduct of other trainees,
- the conduct of tutors, assessors or administration staff,
- the course materials,
- the price you have been charged,
- the course outcomes you have received,
- the wording or nature of communications from QCONZ etc.

If you want to make a formal complaint/appeal the process below will be followed by the QCONZ person handling the complaint.

To make a complaint/appeal please contact QCONZ directly and advise them that you wish to make a formal complaint/appeal. In most cases the initial step is to complete the QCONZ Feedback Form attached to this Trainee Handbook.

### The QCONZ person will:

1. Offer assistance or advice on the process to follow to make a formal complaint. Where appropriate explain the difference between customer feedback and a formal appeal or complaint. They will not discourage you from making a formal complaint – in simple terms if the complaint is justified then we can improve, if it is unjustified then this will be picked up as the complaint is processed.
2. Listen with an open mind, be patient and ask questions to obtain a better understanding of the situation. A joint problem-solving approach, avoiding a “them and us” attitude, will be followed. The process will be impartial and they will make sure that it is not affected by preconceived opinions.
3. Obtain all the facts from you, the customer, and from others who may be involved. Consult policies and procedures and collect together any records, or information that could add to the resolution process. They will not neglect information even if it may place QCONZ or staff in a less positive position.
4. Act promptly and fairly. Consult with you to set reasonable target dates for dealing with the complaint.
5. Obtain your permission to direct the investigation to the QCONZ Personnel Manager, or another QCONZ staff member.
6. The QCONZ Personnel Manager would then complete an investigation of the facts and viewpoints. They will provide a written report on the matters advised and the outcome of their own investigation and consideration. The report will clearly identify the actions agreed by both parties to resolve the issue. Any agreed further investigation work will be identified. The written report will be provided to you and a copy held by the Personnel Manager.
7. In the event that the issue is of a more serious nature (or if you are not satisfied with the resolution) you or QCONZ may suggest that an external third party be consulted to take the process further. If you want to take things further – it is the responsibility of the QCONZ person handling the appeal or complaint to advise you of the contact people or organisations you can approach (eg NZQA, ITO's, an independent mediator or arbitrator).
8. Ensure that all agreed actions are carried out as per the agreed timeframe. Where possible obtain your agreement (in writing) that the matter has been fully addressed as agreed in the written report.
9. Once a complaint has been fully resolved an Improvement Form is to be completed to implement changes to systems, training and recording procedures to ensure that misunderstandings and or appeals/complaints are avoided in the future.

## Code of Conduct

**All those attending a QCONZ course are expected to abide by the QCONZ 'Code of Conduct' as below.**

1. The QCONZ policy on alcohol, drugs, harassment, theft, etc and providing false information is that they are totally unacceptable while on a QCONZ course. Refer Disciplinary Procedures below.
2. Trainees attending QCONZ courses are expected to comply with that venue's code of conduct (including their health and safety policies).
3. Copying, cheating, dishonesty - Offering work (eg. tests, papers, and assignments) of another person as one's own is unacceptable. Copying another trainee's work (or allowing your work to be copied) and submitting it as one's own work is unacceptable.
4. Copyright - Clients and trainees must abide by current copyright laws for material on the QCONZ website and on all printed and or presentation and assessment material (digital or otherwise).
5. Disciplinary Procedures - Violations of any of these issues may result in the trainees involved being asked to leave the course, denied any recognition of competence gained, and the forfeiture of all course fees.
6. Health and Safety Requirements – Trainees agree to abide by all the health and safety practices for the premises in which they are completing the course, assessment or some other activity linked to QCONZ.

## Disciplinary Process

Disciplinary procedures and consequences are set-out below. Note: Many aspects of the formal complaints and appeals process described above will form part of the disciplinary process.

### Minor Behaviour

E.g. Absenteeism, poor standard of dress and presentation (where dress standards are an important part of the particular course/programme), no-show for resits etc.

Consequences and process: Discussions will be held with you and the tutor concerned. Notes on this discussion will go on your file.

### **Concerning Behaviour**

e.g Poor attitude, lack of participation, lack of respect for staff and fellow trainees.

Consequences and process: A discussion will be held and notes will be written on your file. If it continues, you will have a meeting with the QCONZ Training Manager to discuss whether you want and are able to continue with the course.

### **Major / Expulsion Behaviour**

The behaviours listed are examples only and the list is not intended to be exhaustive:

- Wilful abuse of or damage to company property or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault or abusive behaviour towards another trainee, staff member or supplier
- Harassment of a staff member or another trainee
- Plagiarism
- Theft

Consequences and process: The above behaviours will be viewed seriously and may result in instant expulsion or in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously.

The process will involve a meeting with the QCONZ Training Manager and CEO. The Trainee may bring a support person with them. The outcomes of the meeting will be documented and circulated to all parties. Additional meetings with other parties may form part of this process. If applicable; discussions will also cover whether any fees reimbursement is appropriate and the process for recording academic completions to-date.

## **Distance Learning Packs**

Trainees completing a distance learning programme will receive detailed instructions on how to:

- Ensure they computer system is appropriate and correctly configured for the program.
- Install and set-up their learning.
- Use and complete the learning activities.
- Complete the Assessment activities

Please contact QCONZ for the computer requirements for the particular course you are doing.

Please note QCONZ does not provide technical support for hardware or software products other than those purchased directly from QCONZ.

## **Distance Learning Tips**

Distance learning courses differ from regular workshop courses mainly in the mode of instruction. Workshop courses are often trainer-centred, with the trainer determining the material, interactions, pace, and schedule.

Distance learning courses are more trainee-centred. Even though a trainer created the content and established the syllabus, often the trainee determines the pace of learning by selecting a time and location convenient for his/her needs.

Trainees with strong reading and writing skills, who are self-motivated and well-organized have the highest degree of success with this mode of instruction. Read through the following tips before beginning work on a course. While these ideas are only suggestions, not rules, we have found that trainees who try to implement them have an easier time working through their courses, experience more satisfaction, and are more likely to complete the course successfully.

### **Know Yourself:**

- Become familiar with the way in which you learn most efficiently. What conditions and which procedures work best to enhance your learning? There is no single right way; you must discover what works for you.

### **Set Realistic Goals:**

- Set immediate (daily) and long-term goals for yourself regarding each course. Know the requirements of the course and complete your work in a timely fashion.

### **Develop a Routine.**

- Develop a simple routine for getting the work done, particularly when you have a high energy level and a clear mind. Find a time where the distractions are minimal and you can concentrate best.

### **Reward Yourself.**

- Celebrate your successes and accomplishments.

Adapted from Learning Outside the Classroom:

A Guidebook for Trainees, 1991, Susan K. Henderson, Department of Independent Study, Continuing Education and Extension, University of Minnesota, Minneapolis (pp. 7-12).

## **What our lawyers make us say**

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