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Introduction to Impac

Welcome

Congratulations on deciding to complete a programme of learning with Impac. Whether it is preparing for a new role, professional development or refreshing your knowledge in the subject area we are pleased you have chosen Impac as your provider.

This handbook covers all you need to know about your learning journey with Impac, if you have a question that isn't covered in here feel free to contact us. Review this Handbook to help you prepare for your learning and assessment.

We wish you every success with your learning!

Regards

Brendon Rope
Training Manager

This Learners Handbook contains a summary of the policies, rules and regulations pertaining to general academic programmes including, programme details; fees; disciplinary procedures and site information. All information is considered to be correct at the time of publishing and the Learners Handbook is updated as required. Neither Impac nor any of its officers can be held liable for any information erroneously omitted or incorrectly stated. Impac reserves the right to amend all or part of any section as deemed necessary. The latest version of the Learners Handbook supersedes all previous versions. The Learners Handbook is available online at www.impact.co.nz and will be the most current version.

Introduction to Impac

Who Are We

Impac is New Zealand's leading health and safety solutions company and a NZQA category one registered Tertiary Education Organisation dedicated to providing high quality education and training throughout New Zealand.

We offer a range of competency based training and assessment programmes that provide:

- › Solutions for individuals that are interested in learning new skills, upgrading existing skills and learning nationally recognised qualifications
- › Solutions for employers wishing to improve or maintain employee's qualifications and compliance with New Zealand Legislative and Regulatory requirements.

Training Programmes

Impac delivers a range of courses as outlined in our Training Catalogue which can be viewed at www.impac.co.nz or ask your Trainer to view their copy at your course.

Our Vision

To be the best health and safety solution provider in NZ.

Mission Statement

To stop serious accidents from occurring.

Achieved by providing:

- › Safety leadership
- › Training
- › Health and safety systems advice
- › Innovative products
- › Audits and reviews.

Our Values

In achieving its mission, Impac is committed to the following values:

- › Do the right thing
- › Be professional
- › Provide solutions that matter
- › Constantly innovate.

Information provided to students

Impac will provide accurate, relevant and up-to-date information to students prior to course commencement. This will include, but not be limited to:

- › Scope of Registration
- › Facilities and Equipment
- › Trainee Support Services
- › Application Process and selection criteria
- › Fees and Costs Involved in Undertaking Training
- › Fee Refund Policy
- › Student Support Services
- › Assessment Procedures
- › Arrangement for Recognition of Prior Learning (RPL/RCC)
- › Certification to be issued to the trainee on completion or partial completion of the course
- › Competencies to be achieved during the training
- › Complaints/appeal Procedure.

Legal status of Impac

Limited Liability Company

Impac is an Incorporated Limited Liability Company (977706) registered 16 September 1999 under the provisions of the Companies Act 1993.

Health and Safety Solutions Company

Impac is a Risk & Safety Management Solutions Company that provides services across a wide range of organisations and at all levels. A key business unit is our training division.

Tertiary Education Organisation

Impac is a NZQA category one New Zealand Qualification Authority registered (EON^o: 7324) Tertiary Education Organisation under the provisions of the Education Act 1989.

Impac is dedicated to providing public and private sector organisations and companies with workplace health and safety training at Levels 1 through to 6 on the New Zealand Qualifications Framework.

Corporate Structure & Core Business Areas

Impac is the parent company in the group, which consists of the following separate divisions.

impac

Risk & Safety Management Solutions

■ Leadership ■ Consulting ■ Training ■ Risk Manager ■ CPNZ

Our People

Our qualified and experienced Trainers bring a wealth of real life health and safety experience. The Management Team is small and hands on with the day to day running of the training business. All the training is coordinated through the Training Administration Team.

National Office

The Training Division is managed and administered from the Training Office, 7A Sheffield Place, Napier 4110.

impac

Tertiary Education Information

Tertiary Education Organisation Registration

Impac was registered by the New Zealand Qualifications Authority (NZQA) on the 15th of September 1998 under the provisions of the Education Act 1989 to provide education and training as a Tertiary Education Organisation (EON^o: 7279).

Impac complies in all respects with the requirements under the provisions of the Education Act 1989 and its subsequent amendments to provide training, assessment and qualifications services for its clients, staff and members of the public across New Zealand.

Impac welcomes you and encourages you to familiarise yourself with the contents of this student handbook, as well as the contents of course handbooks for specific courses / modules you are undertaking with us. Services provided to students follow the policies, procedures and assessment standards developed to meet the New Zealand Qualifications Framework (NZQF) requirements.

Tertiary Overview

Tertiary education and training is central to the Government's economic and social wellbeing. In particular it:

- › Supports business competitiveness, innovation and growth
- › Offers individuals the opportunity to enhance their skills and employment prospects
- › Contributes to community building and regional development.

Tertiary education and training alone cannot generate economic growth and community wellbeing. Yet it is a fundamental enabling factor that works best when training is integrated with broader social and economic objectives. Impac play an important role in contributing to that economic and social development.

Terminology

Throughout this handbook, Impac uses the term "Student" or "Learner" in all references to individuals registered for learning through our Tertiary Education Organisation. The term "client" refers to all people (employees, volunteers and employers) seeking to obtain a service from Impac. Some clients will also be students but not all students are necessarily clients.

Vocational Education & Training

In New Zealand, after people complete their compulsory schooling, their main choices for further education is vocational education and training, Polytechnic and University. Vocational education and training offered by Impac aims to provide people with the skills and knowledge they require to:

- › Re-enter the workforce after absences
- › Train or re-train for a new job
- › Upgrade their skills
- › Move into further study

Training and Assessment Standards

Impac's staff have appropriate qualifications and experience to deliver the training and assessment offered. Our Unit Standard based programmes will meet the New Zealand Qualifications Authority National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training programme. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Quality Assurance

Impac is bound to operate in accordance with NZQF. To ensure that we meet the requirements of the NZQF, Impac is externally audited by the New Zealand Qualifications Authority.

Feedback and Quality Improvement

Impac collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

Impac is continuously striving to improve the quality of training and assessment, and in doing so, it is extremely useful to receive feedback from students, staff and employers concerning educational and service improvements or changes that would improve our existing services.

If you wish to provide management with feedback on any issues of concern or areas for improvement, you are encouraged to complete the Student Feedback forms in class, or contact the Training Office directly.

NZQA External Evaluation and Review

Impac is audited every four years by the New Zealand Qualifications Authority.

The purpose of this external evaluation and review report is to provide a public statement about Impac in its capacity as a Tertiary Education Organisation (TEO) regarding educational performance and capability in self-assessment in accordance with the requirements of course approval and accreditation under sections 258 and 259 of the Education Act 1989.

The external evaluation and review forms part of the accountability process required by Government to inform investors, the public, students, prospective students, communities, employers, and other interested parties. It is also intended to be used by Impac itself for quality improvement purposes.

NZQA External Evaluation and Review Quality Assurance Report

NZQA has awarded Impac a high rating for a Tertiary Education Organisation for its educational performance because of its findings during the External Evaluation and Review (EER) of Impac in December 2011.

The NZQA findings are Highly Confident for Impac's educational performance and Confident in its self-assessment capability.

Impac is delighted to receive the positive acknowledgement of our high quality education practice. Achieving this level of external quality assurance reflects the commitment Impac has to its students, staff, and employers and other stakeholders within our communities of interest.

Our NZQA external evaluation and review report can be viewed online ([Click here](#)).

NZQA Scope of Consent to Assess

Impac has consent to assess Unit Standards that are listed below. To confirm what is currently delivered and assessed, contact the Training Office or visit the NZQA website ([Click here](#)):

Sub-field consents to assess

- › Dairy Manufacturing (to level 6)
- › Occupational Health and Safety (to level 6)

Domain consents to assess

- › First Aid (to level 2)
- › Monitoring of Energy and Chemical Plant (to level 4)
- › Safety and Legislation for Energy and Chemical Plant (to level 6)

Standard consents to assess

- › Core Health
 - › 6400 Manage first aid in emergency situations (level 3)
 - › 6401 Provide first aid (level 2)
 - › 6402 Provide resuscitation level 2 (level 1)
- › Occupational Health and Safety Practice
 - › 15189 Implement a health and safety plan for a workplace (level 4)
- › Powered Industrial Lift Trucks
 - › 18409 Use a forklift mounted safety platform in the workplace (level 3)

NZQA Accredited Training and Assessment Services

As a Tertiary Education Organisation, Impac has consent from the New Zealand Qualifications Authority to provide a comprehensive range of training and assessment services, which are recognised by the Ministry of Business, Innovation and Employment (MBIE), these include but not limited to:

- › Health and Safety Representative 1 to 4
- › Contractor Management
- › National Certificate in OH&S (workplace safety)
- › Job Safety Analysis
- › Safety Co-ordinator 5-7
- › Permit Issuer / Permit Receiver
- › National Certificate in OH&S (co-ordination)
- › Confined Space Entry
- › Safe Work Practices
- › Safe Working at Heights
- › Hazard and Injury Management
- › Fire and Emergency Wardens Duties
- › Accident Reporting and Investigation
- › Workplace H&S Planning

For a current list of programmes go to www.impac.co.nz

Non NZQA Accredited Training

Impac also provides Non NZQA Accredited training solutions in the following disciplines across New Zealand.

- › NEBOSH International General Certificate
- › Incident Causation Analysis Method (ICAM)
- › NEBOSH Diploma
- › Safety for Managers
- › Risk Management
- › IOSH Managing Workplace Safety

We take pride in looking after the comprehensive needs of our customers. If you need any advice relating to issues surrounding compliance or workplace safety issues, we are happy to consult and provide a structured training plan as part of being your service provider.

Refer to the website www.impact.co.nz for further details about specific programmes.

Quality Management Systems

Impac has policies and management practices, which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students.

Impac maintains a learning environment that will encourage student success. Impac will ensure that the facilities, methods and materials used in by trainers will be help students to achieve the intended learning outcomes of the course.

Impac has clearly documented procedures and systems for managing, recording and archiving:

- › Students Enrolments
- › Course Attendance
- › Course Completions
- › Assessment Outcomes (Student & Employer)
- › Recognition of Prior Learning (RPL/RCC)
- › Complaints, Appeals and Grievances
- › Qualifications and Statements of Attainment Issued

In addition, Impac treats all personal records of clients confidentially. Please contact the Training Office if you require further information on these procedures.

Marketing

Impac will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Impac will not state or imply that courses other than those on the Assessment Scope are recognised by the New Zealand Qualifications Authority.

Occupational Health and Safety

Health & Safety Policy

The Health and Safety Policy of Impac aims to protect students and others at our workplace or training venues from work-caused injury and ill health and complies with all relevant safety legislation, codes of practice and standards.

Occupational Health and Safety Responsibility

Your Trainer and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so.

Trainers/assessors, may delegate safety duties or activities to others, but responsibility remains with them.

Health & Safety Responsibilities

Students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means that the students have obligations under workplace health and safety legislation relevant to their jurisdiction including:

- › Students should always act in a manner which protects the health and safety of themselves or any other person while at a course being run by Impac
- › Students must carry out safety directions given by members of Impac
- › Students must follow all safety rules, procedures and instructions of Trainers, supervisor or any other management person/s involved during your day to day training activities
- › Students should always respect anything provided in the interests of health and safety at Impac.

NOTE: Students who do not comply with these legal requirements may be committing offences against workplace health and safety legislation relevant to their jurisdiction, which may expose them to civil and/or criminal penalties. Such persons are also in breach of the Student Rules and can face disciplinary action.

Delivery Sites

Impac delivers its programmes from a wide variety of venues all across the country to make it accessible. We also offer training at our clients' premises or sites across New Zealand in accordance with our quality management system.

Many of our clients prefer the benefits of "On-Site" training because it is often the most convenient, affordable choice and offers full flexibility. Each course is developed in conjunction with the client. This minimises time away from work, while still incorporating our fundamental principles of safety and delivery of multiple courses in one visit to suit the clients unique training needs, contingency plans, procedures and equipment.

As different disciplines require different arrangements, the venue and student welfare will be fully discussed prior to the training taking place. However, we do reserve the right to cease delivering any course where our trainers consider the health and safety of the trainees is put at risk by either the equipment or the venue.

First Aid

Impac recognises that in accordance with Occupational Health and Safety Legislation it has a responsibility to provide first aid assistance to staff and students that sustain an injury while on premises where Impac has organised training delivery or the premises supplied by the host employer.

To achieve these responsibilities, Impac shall, as far as is reasonably practicable

- › Provide trained and certified first aiders
- › Advise emergency/evacuation procedures.

Drugs, Alcohol and Articles Considered Dangerous

Impac prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Impac. The penalties for serious misconduct range from exclusion from Impac courses for a period of time to 'Removal of Academic Privilege'.

Smoke Free Workplace Smoking Policy

It is Impac's policy to adhere to the Health and Safety in Employment Act and Smoke-free Environments Act and Associated Regulations.

Personal Protective Equipment (PPE)

For programmes that include practical demonstrations and practice the appropriate attire and PPE must be worn. The registration confirmation information will identify this. You may be required to:

- › Wear steel cap boots
- › Bring your own hard hats, ear protection, high visibility vest and wet weather gear
- › Bring your own gloves.

Breaks

Breaks are provided for morning/afternoon tea and lunch. We will provide the refreshments for our public courses but there may be some in-house courses where it is recommended that you bring your own morning/afternoon tea and lunch, as this is not provided. The registration confirmation information will identify this.

Mobile Phones, Pagers and Radio Telephones (RT's)

Staff at Impac make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones, Pagers and RT's should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the Trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students must leave the room to answer calls.

Student Health & Safety Briefings

Students will receive a health & safety briefing from the Trainer at the start of the course and prior to any practical activities that may be included in the course.

Sensitive Course Material

Impac endeavours to minimise the use of sensitive material. Some of the material used on courses may cause distress because they depict real situations. If you are upset by the material, please talk to your Trainer. Your Trainer is trained to help and can recommend support agencies for further assistance.

Information for students

Selection of Students

Enrolment and induction information is provided to students commencing training. Recruitment of students will always be conducted in an ethical and responsible manner and be consistent with the requirements of the curriculum/structured training programme. Impac will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

Special Needs

All prospective participants of a Impac course are required to meet the pre-requisites as outlined in the specific Unit Standards or relevant structured training programme and need to have basic language, literacy and numeracy skills to be able to effectively participate in and contribute to training and assessment activities

If students require support for special needs such as language, literacy and numeracy or other special learning assistance, then please contact Impac prior to course commencement. Additional support services will be solely at the student's/ employer's discretion and expense.

Change of Personal Details

It is your responsibility to notify Impac if you change your name or address after enrolment. This is critical to receiving important information from Impac (e.g. Results of Assessments). Change of name or address can be advised by contacting Impac by phoning 0800 476 588 or alternatively, emailing info@impac.co.nz.

Attendance

Students must make every attempt to keep to their agreed upon learning plan dates and times. All courses start and finish at the identified time for the particular programme as noted in the registration confirmation information. Late arrivals can disrupt the educational activities so late arrivals and early departures are strongly discouraged.

Students must arrive on time for classes and attend for the whole class unless other arrangements have been made with the Trainer. In the first half hour, the Trainer will provide an induction to the course, facilities, and explain how you will be assessed.

Students who are going to be late or are unable to attend part or all of a course for any reason should contact the national training office on 0800 476 588 immediately.

A student who fails to attend classes or who fails to attend without explanation may be deemed to have abandoned their training and will be withdrawn from the course. Any request from the student to resume their training will be at the discretion of the Training Manager.

Access and Equity

Impac is committed to ensuring that we offer delivery and assessment opportunities to our students on an equal and fair basis. All students have equal access to our education programmes irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Any issues or questions regarding access and equity can be made by contacting Impac.

Language, Literacy and Numeracy, and Assumed Knowledge

Impac is committed to assisting students with differing abilities to succeed. When a student enrolls in a programme at Impac, it is assumed that they are competent at communicating in both written and spoken English.

Many assessment units require students to make oral presentations and/or write responses to assignments. Without a high level of written and spoken English, it would be difficult to meet the requirements for successful course completion.

Students who do not have the assumed knowledge background are not prevented from enrolling but may be placed at a considerable disadvantage and are strongly advised to undertake a bridging programme or other appropriate preparation. The Open Polytechnic has accessible programmes in an online environment.

Impac does not have the expertise to conduct diagnostic assessment of each person's language, literacy and/or numeracy levels prior to each unit. We ask anyone who believes that they have any learning difficulties to advise their Trainer or the administration team through the course registration form.

Impac will meet its obligation to ensure full support is offered to a person who identifies a learning need or is assessed by our Educators as having a learning need.

Flexible Delivery and Assessment Procedures

Impac recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will still achieve good results.

Impac will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student’s spoken responses to assessment questions.

Impac undertakes to assist students to achieve the required competency standards where it is within our ability. Where we cannot assist a student we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your Trainer.

Impac is an Equal Opportunity Employer

As an Equal Opportunity Employer, Impac and its staff will treat every student fairly and without discrimination in the training environment and / or in the workplace. Training services will be offered to people from all backgrounds regardless of cultural differences. Staff will be professional and supportive at all times in their approaches to students.

Anti-Discrimination

Impac, its staff, and clients are bound by Anti-Discrimination Legislation, and Privacy Legislation. Training services will be made available to all clients (and potential clients) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available for employers and clients.

Harassment Free Learning

In accordance with Sexual Harassment Legislation, harassment, bullying and intimidation will not be accepted in the workplace, or in the training environment. Induction of staff and regular reviews addresses this and other discriminatory behaviours.

Disability Support

If you indicate that you have a disability, your Trainer will liaise with you and the relevant disability support agencies/case worker to help you progress through your training programme by customising the material where necessary without compromising the integrity of the outcomes of the unit/course/qualification.

Learning/Social Support

If you indicate that you have learning difficulties or where personal/social circumstances affect your progress through your course, Impac will endeavour to support you where possible, including referring you to one of the organisations listed below if applicable:

- › Lifeline
- › Interpreting Service
- › Alcohol & Drug Information Service.

Responsibilities of students

As a student, you will be required to take responsibility for:

- › Reading all relevant course and training information
- › Advising your Trainer if you have previous skills and knowledge and seeking recognition of this prior learning.
- › Monitoring your progress by self-assessing your skills and knowledge against the competency standards in your qualification.
- › Attending all training sessions as required.
- › Meeting with your Trainer to review progress.
- › Indicating whether you are ready for assessment at the scheduled times or seek alternative assessment dates.
- › Working closely with your Trainer and other students to present training and assessment session role-plays as evidence where required.
- › Handing in all assessment tasks as per requirements unless otherwise discussed with Trainer.
- › Ensuring all work is your own.
- › Retaining evidence of your working notes and assessments and any other documents in your portfolio of evidence and presenting this for assessment.
- › Discussing any concerns regarding the training course, session activities and your ability to learn with your Trainer.
- › Advising the Trainer if you require any special adaptive equipment or support for the training course.
- › Participating in course evaluation and providing feedback.

Responsibilities of Impac to students:

Impac will:

- › Provide you with a safe and healthy learning environment.
- › Provide you with a training and assessment schedule.
- › Provide you with the appropriate unit of competency details included on your plan.
- › Treat you with respect.
- › Follow all legislation affecting the learning environment.
- › Provide opportunities to practice the skills and knowledge required.
- › Deliver and record training and assessment outcomes.
- › Provide you with access to your file records if requested.
- › Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan.
- › Provide training materials and recommend other resources for further learning opportunities.
- › Prepare you for assessment when you are ready and encourage self-assessment. Advise you where, when and how assessment will occur and what to bring.
- › Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose.
- › If required, provide further assessment on documents presented in an evidence portfolio.
- › Give feedback to you on your progress.
- › Provide results and review the assessment process after assessment.
- › Remind you of the appeals process and options for further assessments if you are unhappy with the results.

Impac's Expectations

It is expected that you will be required to attend the full duration of the course.

- › Attendance will always be recorded on attendance sheets. Late arrivals and early departures will be recorded.
- › If, as the participant you are running late or cannot make the course for that day then you are to contact the Training Office on 0800 476 588, so that the Trainer may be informed.
- › If, as the participant, you cannot fulfil the requirements of the course due to illness or personal factors then consideration will be given to completion of the course at a later date – at the discretion of the organisation.
- › You shall, as the participant, present yourself in clean and neat attire.
- › You shall, as the participant, treat personal hygiene with the utmost importance.
- › You shall, as the participant, inform the Trainer of any injury that may already exist prior to the commencement of any physical activity.
- › You shall, as the participant, inform the Trainer of any injury that has occurred as a result of the physical activities run by Impac.
- › You shall, as the participant, respect the rights and opinions of the staff and other participants enrolled in the course.
- › You shall, as the participant, be courteous towards other persons and businesses within the building complex.
- › You shall, as the participant, adhere to all work health and safety requirements while attending a training course, irrespective as to the training location.
- › You shall, as the participant, listen/adhere to all directions given by any staff member of Impac.
- › You shall, as the participant, comply with evacuation procedures in the event of an emergency.
- › You shall, as the participant, only smoke in areas that are outside non-smoking areas.
- › You shall, as the participant, ensure that all rubbish will be placed in the receptacles provided by Impac and leave the training facilities clean and tidy.
- › Mobile phones are to be turned off and out of sight during training sessions.
- › Training will not be delivered to participants who are deemed to be under the influence of alcohol or drugs.

Keeping a Copy of Your Work

Please retain a copy of all work that you post to Impac. Regrettably we must ask you to re-do any Assessment Tasks that are lost in transit.

Change in Situation

Students must advise Impac in writing of any changes in their personal details. Failure to notify of any change in personal details may result in an administration fee for the reissuing of certificates if already printed or sent out to current recorded address. The administration fee for the reissuing of certificates will be quoted upon request.

Personal Presentation

Impac has a duty of care to all participants, students, staff and visitors to ensure their safety and welfare. For personal presentation, participants are required to wear appropriate casual attire for any scheduled training session. Covered footwear is essential for some courses as notified in the registration confirmation information. Failure to comply will result in the participant being asked to leave and return at another time.

Student Records and Privacy

In accordance with the Privacy Act, Impac is committed to protecting your privacy and your personal information.

It is necessary for Impac to collect personal information about you with your consent. Impac keeps enrolment forms, training schedules and records of your assessment on file stored confidentially for 12 months.

The New Zealand Qualifications Authority, Ministry of Education, other Education Organisation, Employers and Impac will use the information gathered for statistical and reporting purposes. It may also be used to claim Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

If at any stage your personal details change throughout the course of your training, inform your Trainer/Assessor so that your details can be amended. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact the Training Office.

Please discuss any comments you want added to your file about medication or health if it is important for monitoring and support.

Course Registration

When you commence any study with Impac, you will need to complete a registration form (physical or online). This will record your personal details, training history and contact information. Please submit your completed form to Impac. All enrolments received are firm bookings. Tentative enrolments are not accepted.

Course Fees

The Course Fees include tuition, learning materials, training, assessment and the registering of assessment standards results with the New Zealand Qualifications Authority.

NZQA Assessment Reporting Fees

Provision has been made within your course fees to cover the fee per credit charged by NZQA to report the assessment outcomes credits to NZQA.

Specific Conditions

For each Impac course there are conditions that may vary from course to course. The information relating to these will be provided once a registration has been made. They include:

- › Payment terms
- › Withdrawal
- › Cancellation
- › Refunds
- › Change of booking
- › And any other specific condition

Course Delivery

Impac ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Impac complies with all legislation and regulations relevant to the operation of the training premises.

Delivery methods are integrated to enhance learning in order to achieve the best possible outcome for students.

The delivery methods and activities may include:

- › Individual or group practical activities
- › Reports and documents
- › Practical projects in the workplace
- › Additional projects which can be conducted on a self-paced basis.

Academic records and achievements

Qualified and Professional Staff

Impac will ensure that the responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience. In particular, all of Impac's Trainers have:

- › Demonstrated competencies at least to the level of those being delivered
- › Demonstrated achievement of Training & Assessment Competency Standards or their equivalent
- › Industrial experience that is current and relevant to the particular course or units that they are involved in delivering.

Student Academic Records

Impac is required to maintain accurate individual student academic records, for which the student was enrolled. These include but are not limited to "records of student attendance, records of assessment results, any cross credits, credit transfer, and recognition of prior learning" and these must be kept up to date as a permanent record as required by NZQA.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from Trainers and other students, except where the Trainer is conveying information relevant to the conduct of the assessment.

If you engage in disorderly, offensive or aggressive conduct towards the Trainers or other students, you can be asked to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Impac.

Certificates Awarded

On successful completion of your training programme, Impac will issue a Certificate of Competency or Certificate of Attendance, whichever is relevant for the course you are completing. If you are completing an accredited course and successfully achieve the units in the course you will be awarded a Certificate of Competency that will state the name and number of the unit standard/s you have achieved.

Information appearing on Certificates

Certificates will include the following:

- › Impac's name and logo
- › Name of the person receiving the credential
- › Date of issue
- › Signature of Impac's authorised Registrar signatory.

Where appropriate, units completed and/or national competencies achieved will be identified.

Provision of Certificates

Certificates will be provided within twenty (20) working days of successful completion of training and final assessment. New Zealand qualifications are issued under the authority of NZQA.

Replacement Certificates

A replacement certificate is available on request when an original certificate has been lost, stolen, destroyed, not received or damaged. A fee will apply.

Mutual Recognition

Impac will accept and mutually recognise the qualifications and Statements of Attainment awarded by other NZQA registered Education Organisations.

Appeals Process

Should you have any concerns about the assessment process or results you can ask for a review, and/or also have a right of appeal. Please discuss your concerns with your Trainer. If you're not satisfied with the outcome you may contact Impac's Training Manager who will advise you of the options for accessing assistance from an independent authority.

Recognition of Prior Learning

Impac may recognise your prior learning when it is relevant to your Impac programme of study.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is when credits are granted towards your current programme of study at Impac from previous tertiary study or through relevant work experience. Your qualifications and/or experience need to:

- › Have similar content
- › Be at the same level as the assessment standard(s) that you are applying for
- › Have a similar number of credits
- › Be current (i.e. have been completed in approximately the last five years)

How do I apply for Recognition of Prior Learning?

RPL is assessed on a case by case basis. Discuss your proposal with the Training Office, they will advise you as to whether or not you should pursue the Recognition of Prior Learning process.

How is RPL assessed?

There are three main ways of assessing RPL. These methods are:

- › **ATTESTATION** An authoritative person(s) confirms your prior learning, usually at an interview.
- › **CHALLENGE** Your prior learning is tested by means of a practical, oral or written test or a combination of these three.
- › **PORTFOLIO** You prepare a collection of materials and information containing all the details and evidence for your prior learning.

Detailed Portfolio of Evidence

Candidates who wish to apply for RPL must produce a detailed portfolio of evidence. Candidates must locate evidence of their competency that relates to each Assessment Unit. Each item of evidence is to be numbered clearly.

It is Important that you organise your portfolio of evidence in a logical way that maps your evidence to the elements and performance criteria for each Unit of Competency applied for. Do not send original documentation, please ensure that all evidence is certified, signed and dated by a third party who can authenticate the original documents.

Examples of appropriate evidence include:

- › Resume
- › Formal qualifications
- › Certificates, statements of attainment.
- › Performance review reports
- › Professional development participation
- › Third party evidence
- › Personal statement
- › Transcripts
- › Personal statement
- › References
- › Job description
- › Life experience
- › Videos of practical demonstrations
- › Presentations
- › Planning documents
- › Completed assessments

It is the role of the Trainer/Course Co-ordinator to assist you in putting your evidence materials.

Are there any costs involved with RPL?

RPL costs are based on an administration charge plus the time it takes to assess your application. The clearer you make your application – the quicker it will be able to be assessed.

Fraud and Corruption Management Systems

Impac recognises that fraud and corruption management is an integral part of good governance and management practice. Impac is committed to the highest level of integrity and ethical standards in all business and education practices.

Fraud and corruption are incompatible with Impac's values and present significant risks to its aspirations.

Impac's management and staff have a zero-tolerance stance on fraud and corruption and, we are committed to maintaining an organisational culture, which will ensure that effective prevention of fraud, and corruption is an integral part of the service and its education activities.

All employees, students and stakeholders have the responsibility to report suspected fraud and corruption. Any employee, student or stakeholder who suspects fraudulent and corruptive activity must immediately notify their Supervisor/Trainer.

It is our policy to conduct all of our business in an honest and ethical manner. Employees, Students and our stakeholders must conduct themselves in a manner consistent with current community and company standards and in compliance with all legislation.

All complaints of suspected fraudulent behaviour and corruptive activity shall be thoroughly and carefully investigated whilst also providing for the protection of those individuals making the complaint and natural justice to those individuals being the subject of such complaint.

Other Policies and Standard Operating Procedures

Copies of Impac policies and standard operating procedures are available on request. Please advise your course Trainer if you require any further information.

Feedback and Continuous Improvement

Students and the employers will be asked to provide feedback about their experience with training, assessment and support activities. Student feedback is of key importance to ensuring continuous improvement in quality vocational training.

Impac embraces open communication and encourages you to provide feedback about our programmes and the service you have received.

You can provide feedback at any time by contacting our Training Office.

We will use your feedback to:

- › Review our course materials
- › Improve the services we offer to students and their host employers
- › Plan for improvement.

Informal Procedure for Behavioural Issues

A student may raise a complaint either in person or by any other means of communication. The Trainer will endeavour to accommodate the needs of the complainant by:

- › Listening to the complainant,
- › Offering possible solutions for the complainant to consider,
- › Implementing the solution reached by the complainant,
- › Monitoring to ensure the outcome remains acceptable, and
- › Documenting the complaint.

Complaints relating to course conduct or behavioural issues are to be reported to the Training Office for immediate attention by calling 0800 476 588 or alternatively, emailing info@impac.co.nz.

Formal Procedure for Behavioural Issues

The process for formal complaints commences if there is no successful resolution through the informal process. On entering the formal process, the complainant agrees to the completion of a Student Complaint Form. Contact 0800 476 588 or alternatively, emailing info@impac.co.nz.

The completed form is then forwarded to the Training Manager (or delegate). The Training Manager will promptly acknowledge receipt of the form to the complainant and investigate the issue. The Training Manager will then convene a three party panel to consider all presented evidence and submissions.

This may include information gathered from interviews. The Panel, chaired by the Training Manager shall decide either to uphold or to dismiss the complaint. The Panel may recommend action by the complainant, the respondent, Impac or any other relevant person, and it must implement any recommendations. In the event that the Panel cannot reach a decision on the issue, advice from the Training Manager or any other relevant third party will be sought as required.

Disputes

Impac is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level. In the event of Impac and yourself being in a dispute over any matter arising from the contract you have with Impac, both parties are required to use their best endeavours to resolve the dispute.

If this dispute cannot be settled by negotiation, then it shall be submitted to an independent person with relevant dispute resolution qualifications and/or experience to make an impartial determination. Both parties will jointly appoint this independent person. Both parties must then abide by this determination.

Complaints Procedures

Impac aims to assist all students to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students are entitled to a fair hearing. To ensure this happens, you may follow the steps set out in the following procedure:

If you are having problems with another person (student):

- 1 Firstly, try to sort the problem out with the person concerned.
- 2 If the problem is not resolved, then approach your Trainer who will try to assist you to resolve the problem.
- 3 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Trainer within 10 working days of the cause of complaint or grievance stating fully the matter for concern.
- 4 The Trainer shall reply formally in a written reply within seven days of the receipt of letter, with the decision to assist you to resolve the problem.

For cases where complainant is not satisfied with the above:

- 1 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing within seven days of the receipt of written reply from Trainer, to the Training Manager enclosing both the original letter of complaint to the Trainer and the latter's response.
- 2 The Training Manager shall consult appropriately. Both parties shall be informed of the decision in writing within 10 working days.
- 3 You may request a meeting with the Training Manager after lodging a formal complaint in writing. A support person may accompany you. The Training Manager will assess the situation and take necessary action to resolve the problem.

For cases where complainant is still not resolved satisfactorily

You may lodge a formal complaint with NZQA via one of the following modes:

Postal: PO Box 160, Wellington

Phone: 0800 72 4357

Email: helpdesk@nzqa.govt.nz

If you have a concern or complaint regarding your course or course

Trainer:

- 1 Approach your Trainer who will try to assist you to resolve the problem.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Trainer and/or Training Manager within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Training Manager shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Training Manager after lodging a formal complaint in writing. A support person may accompany you. The Training Manager will assess the situation and take necessary action to resolve the problem.

If the matter is not resolved satisfactorily

You may lodge a formal complaint in writing with the NZQA via one of the following modes:

Postal: PO Box 160, Wellington

Phone: 0800 72 4357

Email: helpdesk@nzqa.govt.nz

Make a complaint about Impac

If you have a complaint about Impac, you should use the above procedure in the first instance. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing using the following NZQA Complaints links.

<http://www.nzqa.govt.nz/assets/About-us/Complaints.pdf>

<http://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>

These documents explain the procedures - when, why and how – in making a formal complaint.

Students who have completed training through Impac issued with a certificate to confirm that they have been deemed competent and those Unit Standards awarded are recorded on the learner's Record of Achievement with NZQA and in addition some cases the host employer is notified of the employee's achievements for the purposes of recording structured Occupational Health and Safety training undertaken.

It is your responsibility to discuss any grievances with personnel from Impac before you take these grievances outside the organisation. After you have been given an opportunity to express your concerns, a plan will be developed to deal with the issue, in consultation with you. All discussions will be documented and you will have access to this documentation.

Confidentiality of Grievances

Your concerns will be handled in the strictest confidence and, if necessary, you will be referred to expert help outside the organisation. No information or documentation you have provided will be handed over to an outside organisation without your permission. The lodging of a grievance will not affect a student's ability to continue studying or receiving other services they are eligible to from the organisation.

Unprofessional Conduct

Unprofessional Conduct is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action.

The penalties for unprofessional conduct in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Impac courses for a specific period of time.

Cheating

A student shall not cheat or attempt to cheat in any assessment. A person, whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment.

Where a Trainer/Assessment Supervisor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment.

The Assessment Supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper.

The matter should then be referred to Impac's Training Manager for appropriate action as outlined in disciplinary action.

Misconduct is a Disciplinary Offence

Misconduct of a Student is any behaviour which:

- › Disrupts the learning of others
- › Prevents staff members from performing their duties
- › Endangers the health and safety of staff or students/trainees
- › Interferes with the conduct of Impac operations .

Misconduct is a disciplinary offence and includes but is not limited to:

- 1 Wilfully obstructing or disrupting any Impac meeting, activity, class or assessment.
- 2 Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff.
- 3 Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- 4 Wilfully damaging, or wrongfully dealing with, any of Impac's property or the property within premises under the control of Impac.
- 5 Assaulting or attempting to assault any person within Impac.
- 6 Drunken and disorderly behaviour on premises under the control of Impac.
- 7 Cheating and plagiarism.
- 8 Making a false representation as to a matter affecting student/trainee status.
- 9 Breach any rules relating to conduct of assessment.
- 10 Any indictable offence which impinges on Impac operations.
- 11 Possession of prohibited or dangerous articles.
- 12 Breaching Workplace Health & Safety responsibilities.

Disciplinary Action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook. You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

1st Offence - In the 1st instance (a first offence), a verbal warning shall be issued and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

Academic records and achievements

2nd Offence - A Formal written warning will be issued to the student advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Training Manager, the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence - A third offence will result in the removal of academic privilege by Impac. The student will be advised of the time to attend a meeting with the Training Manager and the person issuing the disciplinary action.

The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct should be documented.

A copy of this record shall be dated and signed by the Training Manager, the person issuing the disciplinary action and also the student receiving the disciplinary action and this record shall be placed in the student file. If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- 1** The student shall be immediately suspended for 24 hours from attendance at class.
- 2** The Trainer shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student suspension.
- 3** The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Manager.
- 4** The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Training Manager, the person issuing the disciplinary action and also the student.
- 5** The student receiving the disciplinary action and this record shall be placed in the student file.
- 6** The student shall also be advised in relation to their right of appeal against certain penalties.
- 7** The Training Manager shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - a** Modify or dismiss the charge.
 - b** Reprimand and warn the student/trainee against repetition of the breach of discipline.
 - c** Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - d** Remove Academic Privilege and Student from the course.

Contact Us

Contact Details

Our Training Manager can be contacted by phone, fax, email or mail, or in person at our Administration Centre in Napier.

Organisation	Impac
Postal Address:	P.O. Box 308, Napier 4140
Physical Address	7A Sheffield Place, Onekawa, Napier
Phone:	06 843 4310
Free Phone:	0800 476 588
Email:	info@impac.co.nz
Web Site:	www.impac.co.nz

Please do not hesitate to contact us should you have any queries about any aspect of your training.

Further Information

We will provide you with further information on request and recommend that you browse our Website www.impac.nz for more information on each course.