



The **learning** 
place

Te Wahi Ako

LEARNER HANDBOOK 2025
SCHOOLS PUBLIC SHORT COURSES

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THE LEARNING PLACE - TE WAHI AKO

ABOUT US

Tēnā koe and welcome to The Learning Place – Te Wahi Ako.

We are 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 & 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.

MANAAKITANGA | COMPASSION

Provide a supportive and inclusive environment for all stakeholders.

WHAKAMANA | EMPOWERMENT

Provide opportunities for all stakeholders to realise their potential.

OUR PEOPLE

PIETER VAN DE KLUNDERT
KAIĀRAHI / DIRECTOR
MICHAEL WOOD
ACADEMIC MANAGER
TRUDY QUIRK
SALES & MARKETING MANAGER / SCHOOL LIAISON
YONINA JAMIESON
MODERATION MANAGER
EMILY GRAHAM
ACADEMIC COORDINATOR
BONA HICKS
ONLINE COORDINATOR
SAVANAH SIMON
BOOKING & MARKETING COORDINATOR
SAM OATES
KAIĀKO
JAMES FROOD
KAIĀKO
PETI KIWAHA
KAIĀKO
KELLIE TAYLOR
KAIĀKO
WENDY REMMINGTON
KAIĀKO
ADAM JONES
KAIĀKO
JUSTINE WILLIAMS
KAIĀKO

Piet provides strategic oversight to our organisation, supporting all of our team to empower our learners to realise their potential through education. With leadership and senior management experience in both non-profit and for-profit organisations, Piet is committed to positive change in the education sector. Piet can sometimes be found delivering face-to-face courses.

Michael provides academic oversight for all of our operations. He has years of experience in education, and a background designing and providing alternative learning experiences for youth. With a keen focus on placing learners at the centre of their learning experiences, he aims to design courses which meet the needs of stakeholders and provide learners real world experiences that can prepare them for their future.

Trudy's background is as a multi-unit franchisee owner who specialised in operations management, strategy development and team leadership. Trudy liaises with our school coordinators across Aotearoa New Zealand, booking courses and ensuring that every opportunity possible is available for ākonga. She also looks after our sales and marketing, and with a vision for success, she is constantly looking at ways to showcase our brand and courses.

Yonina is a highly motivated member of our organisation, maintaining quality assurance and academic standards across our courses. Previously teaching and working in management roles as an English teacher, Yonina is an experienced educator with a deep knowledge of effective pedagogy and assessment strategies. Yonina's hard work ensures our learners continue to gain the best possible outcomes from our training.

Emily provides academic and administrative support for The Learning Place's face-to-face courses and manages ākonga resubmissions. She has a background in education administration as well as within the hospitality industry as a Duty Manager. Get in touch with Emily if you have any questions about school learner resubmissions.

Bona handles the marking and co-ordination of our online courses. With years of experience as a Duty Manager, Bona understands the nuances of upholding the law when working on Licensed Premises. Get in touch with Bona if you have any questions about our online courses.

Savanah is responsible for assisting in all marketing initiatives and managing the school bookings for The Learning Place. She has a background in working with people and in a team to achieve set goals. Her role is crucial in driving our growth and ensuring that our clients have a positive and seamless experience. Her practical experience, dedication, and customer-focused approach will help us achieve goals and deliver exceptional service.

Sam is passionate about facilitating the personal development of his learners, both academically and professionally. His study of psychology & sociology provides him with the skills to engage with his learners, and present his teaching in ways that are relevant to their interests. Sam teaches a range of subjects, from essential life skills like time management to workplace focused courses like leadership and bartending.

James is an experienced Kaiako, with twenty years in the hospitality industry, having acted as judge for several national and international hospitality competitions in the categories of Cocktail, Barista Skills, and Table Service. With over fifteen years of industry training experience, James is highly valued for his easy-going nature, and ability to connect with his learners. Outside of work James is a volunteer rugby coach, and a dedicated father of two.

Peti has many years of Hospitality experience working around the world. Peti has worked front of house in Luxury Hotels in Scotland and the Gold Coast and owned a Boutique Café in Te Whanganui-a-Tara/Wellington. Most recently Peti worked as a Hospitality Trainer in Queensland and has now returned home to share her knowledge and passion for everything Hospitality! She loves teaching barista and bartending skills and hopes to inspire and motivate ākonga to attain their career goals.

Kellie is one of our resident North Island Kaiako, based out of Tāmaki Makaurau/Auckland. Kellie is an experienced educator, having spent many years delivering hairdressing qualifications at level 3 and 4 to ākonga in Tāmaki Makaurau/Auckland. Kellie brings a wealth of experience working in hospitality and providing customer service in different contexts around the world. Kellie is driven by fostering positive relationships in the classroom and is passionate about ensuring success for her ākonga.

Originally from Scotland, Wendy is known for her friendly teaching style, and ability to connect with learners. She has a strong background in both education and hospitality, and is passionate about working with youth to clarify and develop their career pathways. Wendy has delivered a variety of hospitality based programmes at Level 3, 4, & 5, and has a wealth of experience working in hotels and hospitality around the world.

As an experienced restaurant manager, coach, personal trainer and youth mentor, Adam is driven by his desire to see others unlock their own potential. He thrives in high pace environments and brings a cool head to situations. When teaching you will find Adam leading by example and working alongside ākonga to help them succeed.

She is a hospitality professional with many years' experience on the floor. She started as a chef and moved up to front-of-house management. Having recently been the proud owner of a café, Justine loves teaching and aims to inspire her ākonga in Tāmaki Makaurau/Auckland and throughout NZ, where she has taught Level 5 & 6 Hospitality Management courses. Her true passion lies in barista and bartending – and she can practically make coffee in her sleep!



SHORT COURSE EXPECTATIONS

As a learner you will be expected to meet certain requirements to ensure that you can get the most out of your learning experience.

BEFORE YOU START

ELIGIBILITY & ENROLMENT	<p>To be eligible for our courses you must:</p> <ul style="list-style-type: none"> • be aged 16 - 19 <i>unless prior approval has been granted by us.</i> • meet the year level requirements as set out in annual prospectus <i>unless prior approval has been granted by us.</i> For all courses that include level three credits learners must be Y12 or Y13. • meet any prerequisite requirements for the course/standard. • have competent literacy and/or English and/or numeracy and/or digital skills to complete the standards offered. • not be an international learner. <i>We do not currently enrol international learners as we are not signatory to the Education (Pastoral Care of International Learners) Code of Practice 2016.</i> • have not already completed any of the standards offered on the course. If you have completed some of the unit standards offered on the course, you will not need to complete them again. However, we will review their record of learning to confirm. <i>We will only accept credits as achieved if they show on their current record of achievement.</i> <p>We must be informed of any significant behavioural needs, learning needs and/or Special Assessment Conditions and medical conditions prior to course commencement. When deemed appropriate by our Academic Manager, we will complete an 'Individual Learning Plan' with you, to ensure that your needs can be sufficiently met on the course. If needs cannot be met sufficiently prior to a course will be refunded the course fee. <i>Failure to inform us of specific needs may impact your experience on the course.</i></p>
REGISTRATION	<p>You will complete and sign a paper or digital registration form when you begin your course. This process is an NZQA requirement and follows our internal record keeping policy.</p> <p>You must make sure you fill this in accurately, and carefully. Double check that all of your personal details are correct.</p>
PAYMENT, WITHDRAWALS & REFUNDS	<p>Payment is made through our payment portal upon registration.</p> <p>If you wish to withdraw, please contact our bookings manager (bookings@thelearningplace.co.nz)</p> <p>Refunds of up to 50% of the course fee will be granted if cancellation is received at least 7 days before a course.</p>
COURSE REQUIREMENTS	<p>Your course may have specific requirements to help you meet the conditions of the assessment. You may need to:</p> <ul style="list-style-type: none"> • Use and bring your own device. • Submit your assessment electronically. • Wear specific clothing. • Access specific software e.g., Microsoft Word, Google Chrome. <p>Your Kaiako will advise you of the specific course requirements when you start. These requirements are also detailed in our Prospectus and marketing emails.</p>
PRE-COURSE WORK	<p>You will have been sent a copy of the required pre-course workbook for your course. If you have not received this, get in touch and we can resend it. It is your responsibility to read through this workbook prior to attending your course.</p>

WHILE YOU'RE LEARNING

ATTENDANCE	<p>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.</p> <p>Requests to arrive late or leave early will not be granted unless approved with us before the course starts. However, even with approval, arriving late or leaving early may have an impact on your assessment results.</p>
ABSENCES	<p>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 us if you are going to miss any part of the course before it starts.</p>
BREAKS & FOOD	<p>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.</p> <p>You can leave the off-site training venue during breaktimes. You must return from your break on time, and you must not engage in any illegal activity during the break.</p>

CONTACTING KAIAKO	<p>We will not provide personal contact details to anyone. All communication between you and us must be communicated through to our head office.</p> <p>If our Kaiako needs to you or a parent/guardian they will do so by contacting our head office, and our head office will contact them.</p> <p>Our Kaiako will not accept your social media requests or communicate with you through any form of social media. We have a public Facebook and Instagram page where you can reach us.</p>
RESOURCES	<p>Your Kaiako will provide all course learning materials and use a variety of interactive activities to help you understand of required information before you begin your assessment.</p>
DRIVING	<p>If you are driving to and from our courses, and/or during break times, you must adhere to your licence conditions.</p> <p>If you need to drive for components/requirements of a course, our Kaiako will ask to sight your licence before granting permission. We take no responsibility for you not adhering to their licence conditions.</p>
SMOKING & VAPING	<p>Smoking and vaping are not permitted anywhere in premises or entranceways under our control.</p>
ALCOHOL & OTHER DRUGS	<p>We have a zero-tolerance approach to drugs and alcohol on our courses.</p> <p>If our Kaiako believe that you are under the influence of drugs and/or alcohol on a course, they will report their concern immediately to the Director and you may be removed from the course. A parent/guardian will be contacted to safely remove you.</p> <p>If you are dealing drugs, the matter will be referred to the police.</p>
LEARNER BEHAVIOUR	<p>We expect that you conduct yourself in a positive way that does not negatively impact the learning of others. At the beginning of every course, your Kaiako will reinforce the positive expectations expected of you.</p> <p>Any behaviour that does not line up with our values and expectations will not be tolerated, and our Kaiako will follow appropriate procedures if needed.</p> <p>Resubmission and further assessment opportunities will not be offered to you if you are removed from the course, and you may be prohibited from enrolling in future courses with us.</p>



AFTER YOU FINISH

CREDIT REPORTING	<p>Achievement results will be emailed to you within 14 working days of your course completion. We will load your credits to your NZQA record of learning after you have achieved.</p>
RESUBMISSION	<p>If you have not met the standard required, you will be offered one resubmission opportunity. The full details of what you will need to do to achieve will be emailed to you within 14 working days of your course completion. You will have 30 days to complete any work that is incomplete or requires resubmission.</p> <p>Resubmission material must be emailed back to info@thelearningplace.co.nz. Failure to provide resubmission material through this channel of communication may mean your resubmission is invalid.</p>
EXTENSION REQUESTS	<p>Extension requests will be granted on a case-by-case basis by our Academic Manager, but only after course completion. To be eligible for an extension you will need to justify why you have not been able to complete your work in a timely manner.</p>
CERTIFICATES	<p>Your certificate will be emailed to you if you have Achieved your assessment.</p>
FURTHER STUDY	<p>We offer courses that cover a wide range of skills and vocational tasters.</p> <p>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/</p>

LEARNER SUPPORT

We are committed to upholding our requirements under The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

LEARNER SUPPORT

We are 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 our Kaiako:

- You will have received access to the workbook for your course, prior to starting.
- Our 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, you will be required evidence what these are prior to course commencement. When deemed appropriate by our Academic Manager, we will complete an 'Individual Learning Plan' with you, to ensure that your needs can be sufficiently met on the course.

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

- Via email at: info@thelearningplace.co.nz
- By calling: 0800 800 415 - Extension 2 - Schools, Monday - Friday, 9am - 4.30pm

BULLYING, HARASSMENT & DISCRIMINATION

We have 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 that 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 our head office, and the head office will inform your parent/guardian.

PASTORAL CARE

'Nāu te rourou, nāku te rourou, ka ora ai te iwi'
'With your food basket and my food basket we will flourish.'

We understand that barriers to learning exist and recognise that breaking down these barriers is important for ensuring learner success. By working together to overcome these, we aim to create a learning environment that can best work for you.

For Māori learners, we acknowledge that educational support has varied historically and regionally. We encourage you to contact available services in your specific region to seek support for Māori, as Māori.

You can provide us feedback about how well we are meeting your wellbeing and safety needs by completing our end of course surveys, through email, or by calling and talking to our Academic Manager.

If you need additional support, we recommend reaching out to the following national support services:

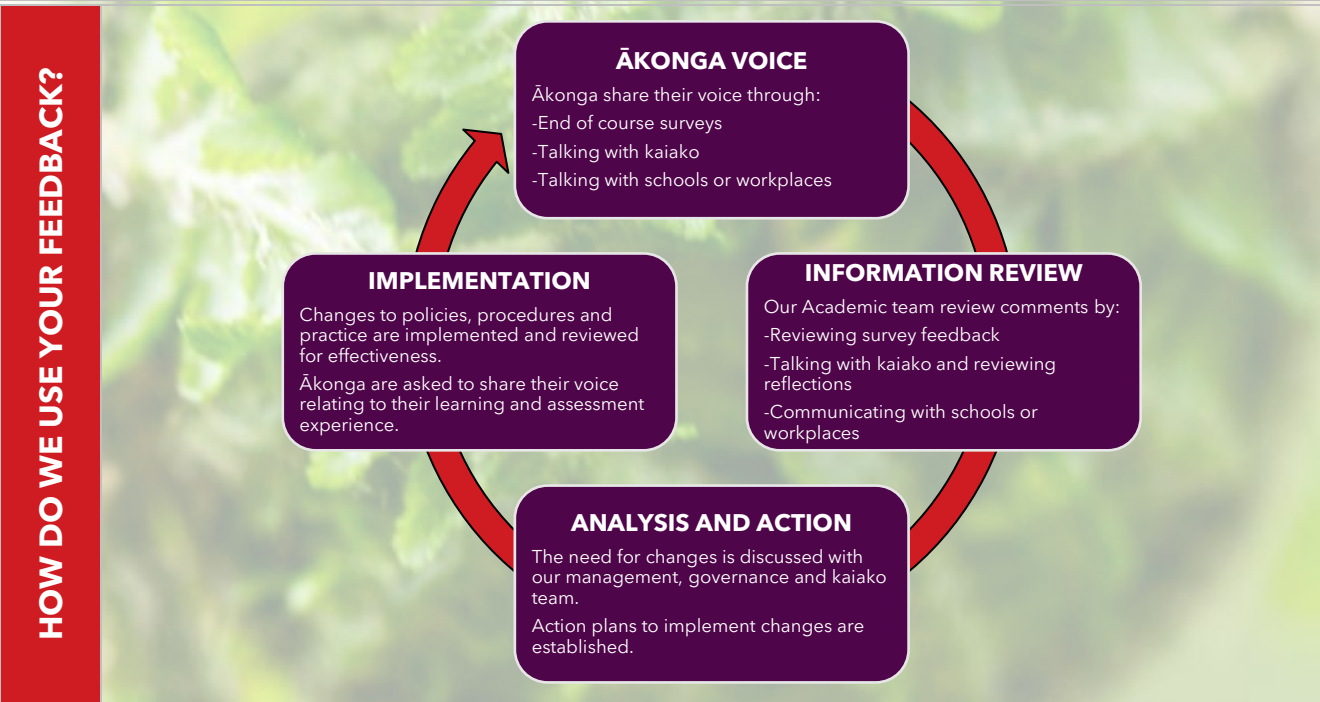
LITERACY AOTEAROA	<ul style="list-style-type: none"> • www.literacy.org.nz/ • 0800 678 910
LIFELINE AOTEAROA	<ul style="list-style-type: none"> • www.lifeline.org.nz/ • 0800 543 354 or free text 4357
SUICIDE CRISIS HELPLINE	<ul style="list-style-type: none"> • www.lifeline.org.nz/services/suicide-crisis-helpline • 0508 828 865
WHAT'S UP	<ul style="list-style-type: none"> • www.whatsup.co.nz/teens • 0800 942 8787
MINISTRY OF HEALTH STRESS MANAGEMENT	<ul style="list-style-type: none"> • www.health.govt.nz/your-health/conditions-and-treatments/mental-health/stress • Free Call or Text 1737
CITIZENS ADVICE BUREAU	<ul style="list-style-type: none"> • www.cab.org.nz/ • 0800 367 222
YOUTHLINE	<ul style="list-style-type: none"> • www.youthline.co.nz • 0800 376 633 or free text 234
HEALTHLINE	<ul style="list-style-type: none"> • www.health.govt.nz • 0800 611 116
RAINBOW YOUTH OUTLINE	<ul style="list-style-type: none"> • www.ry.org.nz • 0800 688 5463
DEPRESSION HELPLINE	<ul style="list-style-type: none"> • www.depression.org.nz/ • 0800 111 757 or text 4202
TENANCY SERVICES	<ul style="list-style-type: none"> • www.tenancy.govt.nz/ • 0800 836 262

THE CODE & THE LEARNING PLACE

We offer steppingstone pathways for learners who are engaged in part of a larger educational or vocational journey. We have four strategic goals to help ensure that we are meeting our obligations under the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*. At the heart of these goals is how we support you when you are learning with us. *Our goals are:*

1. To be an organisation that embraces tikanga Māori.	2. To be a preferred training provider in the sectors we work in.	3. Ensure and develop courses and programmes meet stakeholder needs.	4. Supporting the hauora and professional development of our team.
<p><i>We know that embracing tikanga helps all learners.</i></p> <p>By embracing tikanga we have:</p> <ul style="list-style-type: none"> Strengthened the use of te reo Māori in resources, assessments, and delivery. When appropriate, embedded relevant culturally located principles into teaching, like hauora and bilingual customer service. Grown our understanding of tikanga protocols when delivering in schools by prompting schools to provide relevant information to us. Adjusted course activities to ensure that food is being used in accordance with tikanga protocols. Established bicultural signage in our head office and training space. Embedded te reo Māori into our communication practices used by all staff. 	<p><i>We know that for us to do our best, we need to listen to the needs of all stakeholders.</i></p> <p>To become a preferred training provider, we have:</p> <ul style="list-style-type: none"> Listened to feedback about how engaging courses are, and worked to develop courses that embrace engagement, including rationalising assessment requirements. Digitised systems for registration to help simplify and speed up our compliance processes. Established centres of information relevant to courses on our website like our Duty Managers Toolbox. Adapted our marketing and booking systems to ensure that courses in your area are more likely to go ahead. Updated our social media marketing strategy to connect with a wider and more relevant audience. 	<p><i>We know that our courses need to be engaging to you in the present and relevant to you for your future.</i></p> <p>To help ensure this we have:</p> <ul style="list-style-type: none"> Reviewed course content and assessment components, including the development of a Work Ready Kitchen and Advanced Health and safety, and updated bartending and sports assessments. Updated assessment writing styles to support ākonga understanding. Provided clear structures and formatting in assessment to support ākonga completion. Revamped our online LCQ course and assessment to better target the needs of ākonga and industry. Developed unique assessment structures to increase relevancy of assessment and reduce ākonga disengagement. 	<p><i>We know our team must feel well supported to provide you with quality learning experiences.</i></p> <p>To help our team we have:</p> <ul style="list-style-type: none"> Upskilled kaiako understanding and delivery of content through considered and specific professional development plans. Established induction processes which highlight the need for kaiako to foster positive relationships in the classroom environment. Monitored delivery and assessing quality to ensure consistency and equity across courses and kaiako. Improved quality of kaiako guides and creation of commonly incorrect assessment guides. Employed more kaiako to help us manage growth and ensure kaiako are refreshed and delivering to their best ability in the classroom.

*What we **know** comes from the feedback we receive from you as the learner, from schools, workplaces, industry, and the education sector.*



As part of our compliance requirements, we must disclose the nature of all formal complaints received. Between October 2023 and October 2024, The Learning Place has received no formal complaints.

For more information about your rights when learning with us, and our complaints process, please check out our Learner Handbook.

LEARNING & ASSESSMENT PRACTICE

We deliver NZQA accredited courses. For more information about the unit standards that make up your course please consult your Kaiako or refer to our prospectus.

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. 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. When completing assessments:

- 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 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 us (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 our 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 our Academic Manager's discretion to decide if you have not had a fair assessment opportunity. If our 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 us for marking within one month of you receiving your result.

A resubmission will not be offered if an assessment is submitted which shows a severe lack of understanding. Assessments that are judged to show a severe lack of understanding will be referred to our Academic Manager who will review the submission and determine if a resubmission can be offered after considering all appropriate evidence.

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 us 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.
- Our resubmission policy applies after your further assessment opportunity submission.

RESULTS

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

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

ACADEMIC MISCONDUCT

ACADEMIC MISCONDUCT:

This could be any action or behaviour you make that could result in you gaining an unfair academic advantage, be it intentional or unintentional.

We expect honesty, fairness, and respect from you. 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 our staff if you are ever unsure.

PLAGIARISM:

This could include you doing any of the following:

- Copying all or part of someone else's work and pretending it is your own.
- Copying and pasting assessment answers from someone else's assessment.
- Submitting work that someone else wrote for you.

CHEATING:

This could include you doing any of the following:

- Working with another learner to come up with the answers in an assessment.
- Using someone else's test/assessment to complete your own.
- Paying someone else to do your assessment.
- Having someone else do an assessment for you

If academic misconduct is suspected by us, we will:

1. Report the suspicion promptly to our Academic Manager.
2. Inform you and that you are being investigated for possible misconduct.
3. Our Academic Manager 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 yourself.
4. If more than one learner is involved in the allegations, you and both learners will be investigated separately.
5. Our Academic Manager will inform you of their decision within 10 days.
6. If the misconduct is deemed unintentional, there will not be any penalty, but you may be required to re-attempt components of the assessment to demonstrate understanding.
7. If the misconduct is deemed intentional, your assessment will not be marked, and no grade will be awarded. You will not be permitted to attempt the assessment again.
8. If you are found guilty of misconduct in future, for a different assessment, you will be unable to enrol in any further courses with us.

APPEALS & COMPLAINTS

We are committed to providing fair and consistent learning opportunities for all learners. If you feel that you have not been treated appropriately during your learning and assessment experience, you are entitled to lodge an appeal or complaint.

ACADEMIC APPEALS

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 our Academic Manager: 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.

We 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 our formal complaints procedure by emailing our Director: pieter@thelearningplace.co.nz

LEARNER COMPLAINTS

We believe 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:

Informal complaints are usually made verbally to your 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 our 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. 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

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.

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.

If you are still not satisfied with the outcome of an appeal or a complain, we advise them to bring the matter to the attention of The New Zealand Qualifications Authority. To contact NZQA, you can call 04 463 3000 or submit an application via their website: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

HEALTH, SAFETY & PRIVACY

It is your responsibility to ensure that your actions or inactions do not place yourself or others at risk of injury or illness. All of our face-to-face Kaiako are police vetted and have current First Aid qualifications.

SICKNESS OR INJURY

We understand that sickness has had and will continue to have a significant disruption on education. If you are feeling sick, you should not attend your course. If you are feeling unwell or injure yourself during your course, inform your Kaiako immediately.

Please note that we will follow the latest guidelines and advice provided by the New Zealand Government, the Ministry of Health and the Ministry of Education relating to infectious diseases.

MEDICATION

Our Kaiako are not able to provide you with any medication (including Panadol), unless prior written approval has been provided by your parent/guardian.

EMERGENCIES

Our 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.

PRIVACY

We collect your personal information in order to meet the requirements of the Education and Training Act 2020 and to support your learning, including information about you:

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

Besides our staff, we may share this information with your parent/guardian if you have consented to this during the sign up process. No personal information will be shared.

Providing some information is optional. If you choose not to enter registration and enrolment information, we will be unable to enrol you on our course. 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, or 0800 800 415, or PO Box 5789 Dunedin.

PHOTOGRAPHY & 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 you, we 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

We 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.

GET IN TOUCH

FIND US ONLINE:	www.thelearningplace.co.nz/ www.getlcq.co.nz/ www.gethns.co.nz/
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DROP IN TO OUR OFFICE:	453 Princes Street, Dunedin 9016, New Zealand
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PHONE US:	0800 800 415 03 477 7770
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POSTAL ADDRESS:	PO Box 5789 Dunedin 9054 New Zealand
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CONNECT WITH US:	Facebook: The Learning Place Ltd.
	Instagram: @thelearningplace.ltd
	Tik Tok: the.learning.plac

HAVE YOUR SAY

After you have completed a course with us, please give us your feedback.
 All responses enter The Learning Place’s termly draw to win a \$50 Prezzy card!

