



The **learning**   
**place**

---

Te Wahi Ako

---

**LEARNER HANDBOOK 2026**  
**ONLINE PUBLIC COURSES**

# CONTENTS

## SECTION 1: THE LEARNING PLACE - TE WAHI AKO

About Us	3
Our Mission & Values	3
Our People	4
Get In Touch	4
Have Your Say	4

## SECTION 2: LEARNER JOURNEY & EXPECTATIONS

Eligibility & Enrolment	5
Registration	5
Payment, Withdrawals & Refunds	5
Course Requirements & Resources	5
Expiry Dates	5
Extension Requests	5
Online & Home Learning	6
Contacting Online Coordinator	6
Learner Behaviour	6
Results, Resubmission & Reporting	6
Certificates	6
Further Study	6

## SECTION 3: LEARNER SUPPORT

Learner Support	7
Bullying, Harassment & Discrimination	7
Pastoral Care	8

## SECTION 4: LEARNING & ASSESSMENT PRACTICE

Written Assessment Conditions	9
Practical Assessment Conditions	9
Fair Assessment Opportunities	9
Resubmission	9
Further Assessment Opportunities	10
Results	10
Academic Misconduct	10

## SECTION 5: APPEALS & COMPLAINTS

Academic Appeals	11
Learner Complaints	11
Confidentiality	11

## SECTION 6: HEALTH, SAFETY & PRIVACY

Privacy	12
Confidentiality	12
Sickness Or Injury	12

# THE LEARNING PLACE - TE WAHI AKO

---

## ABOUT US

Kei kōnei mātou hei whakakōtahi ai te mātauranga. Kia whakawhanake i ā tātou ākonga hei puāwai, hei whakamanawa mō ō rātou ōranga. Haumi e, Hui e, Taiki e!

We come together to share knowledge and experiences to empower and grow our learners so that they can gain confidence and skills for their future.

The Learning Place Te Wahi Ako is a Category 1 private training establishment. At the heart of our values is the kaupapa of uru, access to education. We work alongside ākonga throughout Aotearoa to provide accessible, innovative, and meaningful learning experiences. Our courses provide both face-to-face and online learning for vocational tasters and compliance training.

## 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



<p><b>PIETER VAN DE KLUNDERT</b></p>	<p>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.</p>	
<p><b>KAIARAHĪ / DIRECTOR</b></p>		
<p><b>SAM OATES</b></p>	<p>Sam handles the marking and co-ordination of our online courses. With years of experience teaching and working in hospitality, Sam understands the nuances of upholding the law when working on Licensed Premises. Get in touch with Sam if you have any questions about our online courses.</p>	
<p><b>ONLINE COORDINATOR</b></p>		
<p><b>MICHAEL WOOD</b></p>	<p>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.</p>	
<p><b>ACADEMIC MANAGER</b></p>		
<p><b>EMILY GRAHAM</b></p>	<p>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.</p>	
<p><b>QUALITY ASSURANCE MANAGER</b></p>		

## GET IN TOUCH

<p><b>FIND US ONLINE:</b></p>	<p><a href="http://www.thelearningplace.co.nz/">www.thelearningplace.co.nz/</a></p>	<p><a href="http://www.getlcq.co.nz/">www.getlcq.co.nz/</a></p>	<p><a href="http://www.gethns.co.nz/">www.gethns.co.nz/</a></p>
<p><b>EMAIL US:</b></p>	<p>LCQ: <a href="mailto:info@getlcq.nz">info@getlcq.nz</a></p>	<p>H&amp;S: <a href="mailto:info@gethns.co.nz">info@gethns.co.nz</a></p>	
<p><b>PHONE US:</b></p>	<p>0800 800 415 extension 1</p>		
<p><b>POSTAL ADDRESS:</b></p>	<p>PO Box 5789, Dunedin 9054, New Zealand</p>		

## HAVE YOUR SAY

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

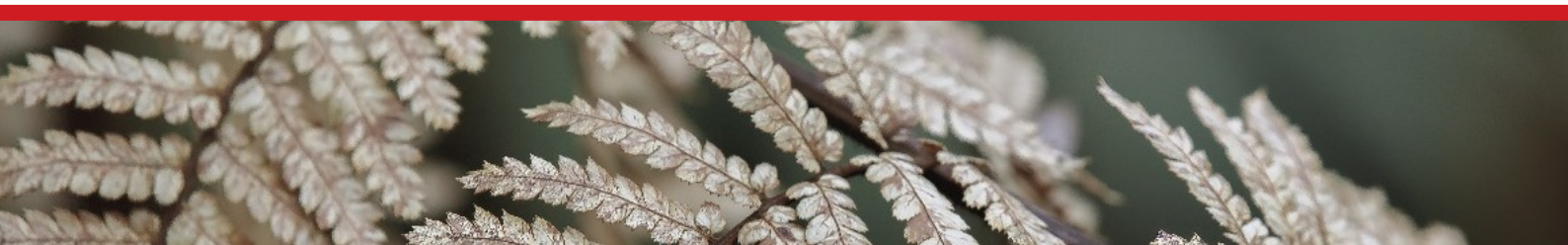
<div data-bbox="360 1496 512 1648" data-label="Image">  </div> <p data-bbox="193 1668 679 1697"> <a href="https://forms.office.com/r/VDBQ1UXsQ0">https://forms.office.com/r/VDBQ1UXsQ0</a> </p> <p data-bbox="392 1731 480 1760">Get LCQ</p>	<div data-bbox="1075 1496 1227 1648" data-label="Image">  </div> <p data-bbox="916 1668 1382 1697"> <a href="https://forms.office.com/r/GKNjzNnAt9">https://forms.office.com/r/GKNjzNnAt9</a> </p> <p data-bbox="1102 1731 1190 1760">Get HNS</p>
---	--

# ONLINE 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

<b>ELIGIBILITY &amp; ENROLMENT</b>	<p>To be eligible for our online courses, you must:</p> <ul style="list-style-type: none"> <li>• have not attempted any of the unit standard/s previously. If you have, we must be contacted to discuss this.</li> <li>• be residing in Aotearoa, New Zealand throughout the completion of the course and must provide a New Zealand postal address.</li> <li>• be a NZ Citizen or Permanent Resident. <i>If you are an International Learner enrolling on a work-related short course, such as LCQ, we can consider you a domestic student. This includes learners on a Work, Holiday, or Resident Visa.</i></li> </ul> <p>If English is your second language, you must provide one of the following with your enrolment:</p> <ul style="list-style-type: none"> <li>• An overall Academic IELTS 5.5 with no individual band score lower than 5.0 (achieved in one test completed in the last two years), OR</li> <li>• Acceptable alternative evidence of the required IELTS as recognised by NZQA: <a href="https://www2.nzqa.govt.nz/tertiary/english-language-entry-requirements-for-international-students/">https://www2.nzqa.govt.nz/tertiary/english-language-entry-requirements-for-international-students/</a></li> </ul> <p>If you usually require a reader/writer and/or Special Assessment Conditions, please inform us during enrolment to discuss your support options.</p> <p>If you are unsure if you are eligible, get in touch with us.</p>
<b>REGISTRATION</b>	<p>You will complete a registration form when you enrol for your course and acknowledge that you understand the terms and conditions of your training. 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 your personal details are correct.</p>
<b>PAYMENT, WITHDRAWALS &amp; REFUNDS</b>	<p>Payment is made through our payment portal upon registration.</p> <p>If you wish to <b>withdraw</b>, please contact your online co-ordinator.</p> <p>If you wish to apply for a <b>refund</b>, you must email your online coordinator. To be eligible for a full refund:</p> <ul style="list-style-type: none"> <li>• You must not have accepted the invitation to the online learning platform (KuraCloud).</li> <li>• You must request a refund within 7 days of enrolling for the course.</li> </ul> <p><i>In some cases, a \$25.00 handling fee will apply per learner.</i></p>
<b>COURSE REQUIREMENTS &amp; RESOURCES</b>	<p>You will require a digital device with access to an internet browser, like a laptop, computer or tablet and a stable internet connection to complete the course. All training resources are housed on the online platform. In some instances, reference guides can be downloaded.</p> <p><b><i>We do not recommend completing the course on a cell phone.</i></b></p>



## WHILE YOU'RE LEARNING

<b>EXPIRY DATES</b>	<p>You have 9 weeks to complete your course from the date of enrolment. You must complete all lessons and initial assessments. We will email you reminders of your expiry date. You will be provided 1 month to submit a resubmission if required.</p>
<b>EXTENSION REQUESTS</b>	<p>If you have an emergency, illness or bereavement, an expiry date extension may be granted on a case-by-case basis. To discuss an extension, you must email your online co-ordinator. <i>You will only be granted an extension if your request is received before your expiry date.</i></p>

<b>ONLINE &amp; HOME LEARNING</b>	<p>Learning from home can be difficult due to distractions and interruptions. For tips on how to study online/at home, please follow the links below:</p> <ul style="list-style-type: none"> <li>• <a href="https://learningfromhome.govt.nz/">https://learningfromhome.govt.nz/</a></li> <li>• <a href="http://www.studyfromhome.co.nz/tag/study-tips/">www.studyfromhome.co.nz/tag/study-tips/</a></li> <li>• <a href="http://www.serviceiq.org.nz/businesses/employees/study-tips/">www.serviceiq.org.nz/businesses/employees/study-tips/</a></li> <li>• <a href="https://elearningindustry.com/10-study-tips-for-online-learners-getting-the-most-out-of-your-elearning-course">https://elearningindustry.com/10-study-tips-for-online-learners-getting-the-most-out-of-your-elearning-course</a></li> <li>• <a href="http://www.worksafe.govt.nz/topic-and-industry/work-related-health/musculoskeletal-disorders/ergonomics/safely-using-computers-at-work/">www.worksafe.govt.nz/topic-and-industry/work-related-health/musculoskeletal-disorders/ergonomics/safely-using-computers-at-work/</a></li> </ul>
<b>CONTACTING ONLINE COORDINATOR</b>	<p>If you email us, we should respond before the end of the next working day. If you do not receive a response from us, it may mean that we never received your email.</p> <p>You can also call us on Monday - Friday between 9:00 am and 4:30 pm.</p>
<b>LEARNER BEHAVIOUR</b>	<p>You are expected to act safely and responsibly at all times when using online technologies such as the internet, online learning environments, email, mobile phones, messaging platforms and social media. You should think carefully about how you behave online, including:</p> <ul style="list-style-type: none"> <li>• Not sharing images or recordings taken of other learners or trainers without their permission</li> <li>• Not letting online technologies distract from your own learning.</li> <li>• Not uploading offensive material.</li> <li>• Communicating with others online using respectful, appropriate language.</li> <li>• Being careful with strong language, sarcasm, and humour, as these can be easily misinterpreted on online platforms.</li> <li>• Being courteous and respectful at all times.</li> </ul> <p>Your online behaviour must not bring down the reputation of The Learning Place.</p>

## AFTER YOU FINISH

<b>RESULTS, RESUBMISSION &amp; REPORTING</b>	<p>You will be notified that we have received your assessment or resubmission through email. This should happen within 48 hours of submission. If you have not heard from us in this time frame, it may mean that we have not received it.</p> <p>Your assessment will be marked within 5 working days of submission. Your result will be emailed to you once it is marked.</p> <p>If you achieve, you will be sent a completion email, and your results will be officially reported to NZQA. You will receive a follow-up email once this result is officially shown on your record of learning.</p> <p>If you require a resubmission, guidance will be emailed to you along with the details of the resubmission.</p> <p>On occasion, we may ask to complete a resubmission with you over the phone to ensure clear understanding.</p>
<b>CERTIFICATES</b>	<p>Your certificate will be emailed to you once your assessment result has been added to your NZQA record of achievement.</p> <p>You can request a hard copy of the certificate on enrolment for a \$20 administration fee.</p>
<b>FURTHER STUDY</b>	<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: <a href="https://www.careers.govt.nz/">https://www.careers.govt.nz/</a></p>

We aim to stick to all timeframes identified in this Learner Handbook. If we have not heard from you within these timeframes, it is your responsibility to get in touch with us to confirm the status of your assessment.

Please remember to check your junk or spam folders if you have missed an email from us.

# 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 throughout your online course in the following ways:

- If you have self-enrolled and have identified in the enrolment process that you have Special Assessment Conditions or need a reader/writer, you will be contacted to plan your online study support options.
- Online lessons are structured and designed with activities and information to support different learning styles.
- Content is scaffolded in a way that supports your understanding of the information for your final assessment.
- Activities are used throughout the course to keep you engaged. They also provide you with immediate feedback about your learning progress.
- Knowledge checks are used at the end of each lesson to check your knowledge and understanding before progressing to the next lesson.
- Before starting your assessment, you should clarify any questions you have with us. Your course may contain a pre-assessment check to help you prepare for your assessment.
- You can request a video call for support by calling the appropriate extension to arrange a suitable time.
- You will be emailed expiry date reminders and progress reports.
- A PDF version of the workbook is available to help you complete your assessment.

From time to time, learners may request an expired account to be restored. To be eligible for an account restore, you must have had an account expire in the last 12 months.

From time-to-time learners may request that their account be put on hold. To be eligible for your account to be put on hold, means that you are physically unable to complete the online training before your course expiry date. Accounts will be held for no more than 12 months. Account holds can only be granted by the Director.

Get in contact with us for further online help.

## 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).



## 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:

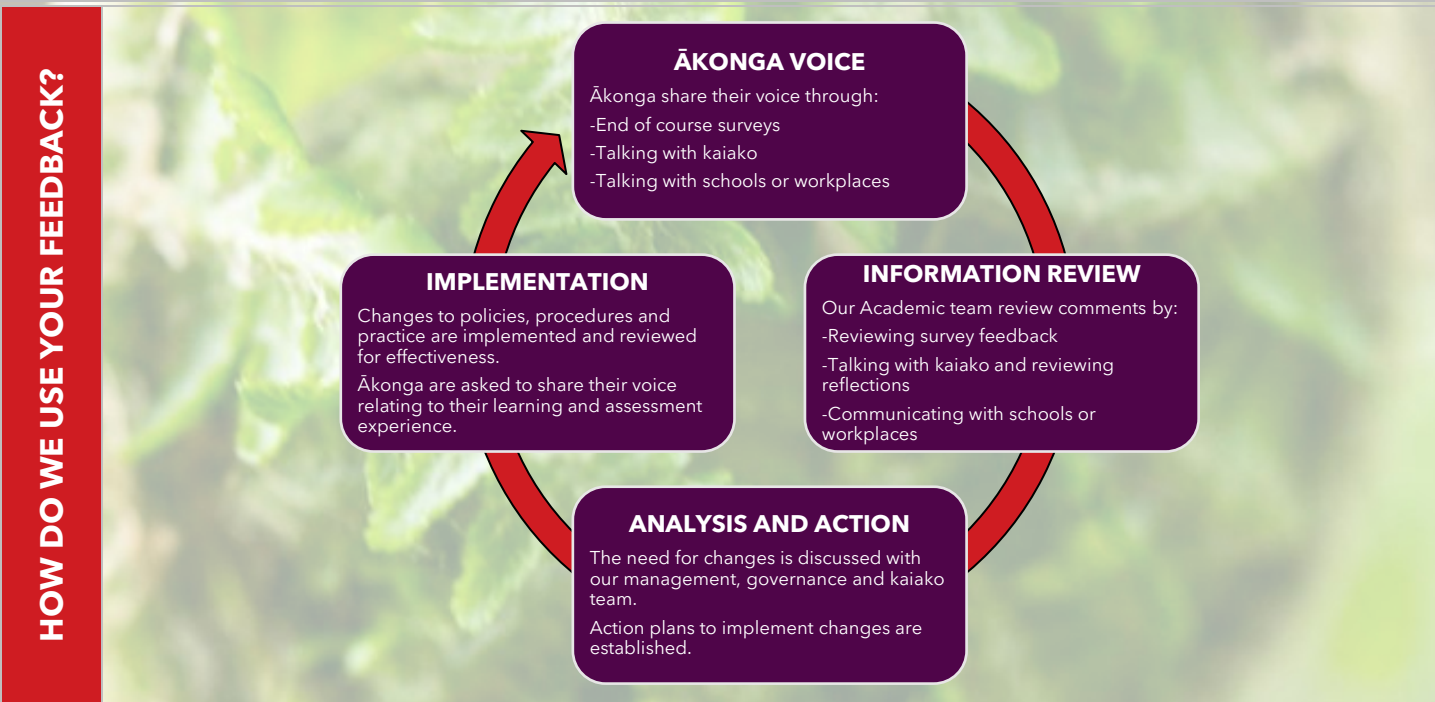
LITERACY AOTEAROA	<ul style="list-style-type: none"> <li>• <a href="http://www.literacy.org.nz/">www.literacy.org.nz/</a></li> <li>• 0800 678 910</li> </ul>
LIFELINE AOTEAROA	<ul style="list-style-type: none"> <li>• <a href="http://www.lifeline.org.nz/">www.lifeline.org.nz/</a></li> <li>• 0800 543 354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

## THE CODE & THE LEARNING PLACE

We offer stepping-stone pathways for learners who are engaged in part of a larger educational or vocational journey. We have overarching principles 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 is how we support you when you are learning with us.

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"> <li>Strengthened the use of te reo Māori in resources, assessments, and delivery.</li> <li>When appropriate, embedded relevant culturally located principles into teaching, like hauora and bilingual customer service.</li> <li>Grown our understanding of tikanga protocols when delivering in schools by prompting schools to provide relevant information to us.</li> <li>Adjusted course activities to ensure that food is being used in accordance with tikanga protocols.</li> <li>Established bicultural signage in our head office and training space.</li> <li>Embedded te reo Māori into our communication practices used by all staff.</li> </ul>	<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"> <li>Listened to feedback about how engaging courses are, and worked to develop courses that embrace engagement, including rationalising assessment requirements.</li> <li>Digitised systems for registration to help simplify and speed up our compliance processes.</li> <li>Established centres of information relevant to courses on our website like our Duty Managers Toolbox.</li> <li>Adapted our marketing and booking systems to ensure that courses in your area are more likely to go ahead.</li> <li>Updated our social media marketing strategy to connect with a wider and more relevant audience.</li> </ul>	<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"> <li>Reviewed course content and assessment components, including the development of Customer Service Star and Beverage Service,</li> <li>Updated assessment writing styles to support ākonga understanding.</li> <li>Provided clear structures and formatting in assessment to support ākonga completion.</li> <li>Revamped our online LCQ course and assessment to better target the needs of ākonga and industry.</li> <li>Developed unique assessment structures to increase relevancy of assessment and reduce ākonga disengagement.</li> </ul>	<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"> <li>Upskilled kaiako understanding and delivery of content through considered and specific professional development plans.</li> <li>Established induction processes which highlight the need for kaiako to foster positive relationships in the classroom environment.</li> <li>Monitored delivery and assessing quality to ensure consistency and equity across courses and kaiako.</li> <li>Improved quality of kaiako guides and creation of commonly incorrect assessment guides.</li> <li>Employed more kaiako to help us manage growth and ensure kaiako are refreshed and delivering to their best ability in the classroom.</li> </ul>

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



# 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 (employer, teacher, Kaiako). However, they must only write the exact answers you give them.
- Answers must be in English.

## 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.

## 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 that 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.

## 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.
- 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 will then apply after your first submission.

## FURTHER ASSESSMENT OPPORTUNITIES

If you are marked as Not Achieved due to failing a resubmission 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.
- Further assessment opportunities must be approved by the Academic Manager.

## 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.

## ACADEMIC MISCONDUCT

### ACADEMIC MISCONDUCT:

This could be any action or behaviour that could result in you gaining an unfair academic advantage, be it intentional or unintentional. This includes using AI or automatic translation tools, which impact your ability to answer in your own words.

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 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 will 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](mailto:academic@thelearningplace.co.nz)

The email should state (in detail) the grounds for your appeal; full details of the matter including dates, times, places and Kaiako name; your own details including full name, contact number and email. Grounds for appeal include but are not limited to:

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

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

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](mailto: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.

<b>INFORMAL COMPLAINTS:</b>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• concerns arising from miscommunication or misunderstanding</li> <li>• disagreements over minor academic matters, resource issues</li> <li>• facilities or learning environment issues</li> </ul>
<b>FORMAL COMPLAINTS:</b>	<p>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.</p> <p>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.</p> <p>If the complaint is not resolved to your satisfaction, you will be advised of your right to go to an appropriate external authority.</p>

## 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 not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's website provides useful information about the avenues available to you. You may also be able to take your complaint to Study Complaints – a dispute resolution provider specialising in supporting domestic tertiary and international students in resolving disputes with their provider. This is a free service for students.

# 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.

## 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 provide updates about your progression through your course with your employer 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](mailto:pieter@thelearningplace.co.nz), or 0800 800 415, or PO Box 5789 Dunedin.

## 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.

## SICKNESS OR INJURY

We understand that sickness has had and will continue to have a significant disruption on education. Please get in contact with us if sickness or injury is having an unexpected impact on your ability to complete your course.