

Student Handbook 2018



Ag Challenge

NZQA ACCREDITED PRIVATE TRAINING ESTABLISHMENT

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‘Students gain significant value from training at Ag Challenge - the value is not just in gaining qualifications, but includes other skills such as time management, confidence and motivation.

Ag Challenge provides a caring environment with clear boundaries and expectations. The workplace training allows students to see first-hand the practical application of theory to help prepare students for future employment.

The EER team heard numerous examples of positive outcomes from students which were confirmed by the tutors and stakeholders including employers.’

Ag Challenge NZQA EER Report 2015



Welcome to AG CHALLENGE!



Ag Challenge Limited would like to welcome you to an exciting year of training.

We are an organisation dedicated to helping you gain the qualifications and skills you need to be successful in your chosen career. The staff and tutors at Ag Challenge are here to help you in any way we can – not just with your studies but in any aspect of your student life. We are committed to making sure that you are given all the help you need to achieve success so if you need help with something, please feel free to ask.

We hope you enjoy your studies with us and wish you every success in your future.

***NZQA has rated Ag Challenge in an external evaluation review as Confident in educational achievement & Confident in self-assessment.*

***There are no registered conflicts of interest with the Director, Governance and Management of Ag Challenge.*

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AG CHALLENGE STAFF

Company Director	Stephen Gudsell
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Executive Assistant	Peter Macdonald
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Management Team/Administration

General Manager	Sally Ross
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Education Manager	Christine Tuka
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Gateway Co-ordinator	Kim Rees
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Administration	Neela Dahya
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Marketing Coordinator	Michelle Colson
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Agriculture

Agricultural Tutor	Tim Evans
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Agricultural Tutor	Terry Casserly
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Agricultural Tutor	Ashley Bowman
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Agricultural Tutor	Delma Dunham
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Agricultural Tutor	Liz Carter
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Trades

Carpentry Tutor / Project Coordinator	Karney Herewini
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Carpentry Tutor	Graeme Kissick
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Trades Tutor	Glen Blythe
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Animal Technology

Animal Technology Tutor	Clare Morton
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Animal Technology Tutor	Marieke Waghorn
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Animal Technology Tutor	Sonya Glennie
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JOBS

JOBS Co-ordinator / Work Broker	Henry Chase
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JOBS Administrator	Sue Jermy
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MISSION STATEMENT

Our mission is to challenge students to challenge their futures.

Ag Challenge is an equal opportunity, multi-cultural organisation. By this, we mean there will be no discrimination during staff or student selection concerning race, religious belief, ethnic or national origins, gender, sexual orientation, age, marital status or disability.

It is our intention to ensure all people are treated fairly in all areas.

We aim to deliver our programmes in a variety of ways so as not to disadvantage learners. We recognise the founding documents of the Treaty of Waitangi and the Employment Relations Act 2000.

Our major purpose is to provide well-structured training programmes to allow students to confidently recognise their own direction.

Our aim is to give our students the opportunity to experience an environment that is conducive to their individual learning styles.

We aim to take the students through our courses to enable them to secure unit standards leading to recognised qualifications and skills for employment.

A holistic approach is undertaken where the personal growth and self-discipline of the student is paramount. Life skills will be encouraged at all times throughout the training programme.

Our aim is to develop leadership within students and also to assist them to develop skills for working as a team and as individuals.

The structure of our organisation will allow us to help students identify their needs and assist them in their career goals and personal development.

IMPORTANT DATES

PUBLIC HOLIDAYS 2018:

New Year's Day	Monday 1 January
Day after New Year's Day	Tuesday 2 January
Wellington	Monday 22 January
Waitangi Day	Tuesday 6 February
Good Friday	Friday 30 March
Easter Monday	Monday 2 April
ANZAC Day	Wednesday 25 April
Queen's Birthday	Monday 4 June
Labour Day	Monday 22 October

TERM DATES:

Term 1:	<i>8 weeks</i>	
Commences:	Monday	19 th February
Finishes:	Thursday	13 th April
Term 2:	<i>10 weeks</i>	
Commences:	Monday	30 th April
Finishes:	Friday	6 th July
Term 3:	<i>10 weeks</i>	
Commences:	Monday	23 rd July
Finishes:	Friday	28 th September
Term 4:	<i>6 weeks</i>	
Commences:	Monday	15 th October
Finishes:	Friday	23 rd November

**** Breaks may vary depending on the course/programme you are enrolled in.**



TIPS FOR SUCCESS

If you want to succeed at Ag Challenge and get a job after you finish, here are a few tips that will help:

- Be on time for class and work experience and don't be absent without a good reason.
- Don't be lazy. If a tutor or supervisor always has to push you to complete your work, they are not likely recommend you to a future employer.
- Ask questions if you are unsure of anything. If you don't feel comfortable asking in class, approach the tutor after the class has ended.
- When on-site or on work experience make sure you always keep busy. Look for something that needs doing or ask what else you can do.
- Make sure you put tools and materials away after you use them and clean up your work area.
- Show that you are interested in learning and that you are keen.
- Be professional and be careful.
- Listen carefully to instructions.



AG CHALLENGE RULES

All students will be verbally informed of these rules and specific guidelines for each class will be discussed with students at the beginning of the course. All rules are posted on Ag Challenge walls and are included in the student handbook. These rules may change / be added to as required.

Failure to follow these rules may result in instant dismissal or any other sanction.

ATTENDANCE

- Students are expected to attend every class and be punctual unless there is a legitimate reason for not being there.
- Students are not to leave Ag Challenge or work placement during training hours without permission.
- If a student is going to be absent or late for any reason he/she MUST first contact their Tutor via the FREE phone or the Ag Challenge office by 8.30 am.
- Students may be required to produce evidence to support extended absences due to illness or bereavement.
- A medical certificate is required if you are absent due to ill health for three or more days. If you have a serious health problem please inform your programme co-ordinator.
- Absence from a test or exam must be accompanied by a medical certificate. This will enable you to sit a retest at a later date and not jeopardise your course marks.

Administration office phone FREE: 0800 348 8215

Failure to attend regularly will result in a student's dismissal.

WITHDRAWAL

If you no longer wish to attend your course or you obtain work please inform the Administration office and complete a **Change in Details/Change in Circumstances Form**. If you leave the course please ensure Administration have your current contact details.

CHANGE OF PERSONAL DETAILS

If you move or change phone numbers during the year please ensure the Administration staff have your new details. Please complete a **Change in Details /Change in Circumstances Form**.

RECOGNITION OF PRIOR LEARNING

Any relevant units you have achieved that are recorded on your NZQA Record of Learning could be transferred to your current course, upon application and approval by the Academic Board.

COMMON AREA'S

It is your responsibility to ensure the student common areas are kept **clean and tidy**.

PHONE CALLS

Personal phone calls are not encouraged. Staff will not be available to run messages for students. If necessary, you can make a personal phone call during your break times using your own phone. If you do not have a personal phone Administration does have a phone that you can use if the matter is urgent; please ask for permission from your tutor first. You are unable to make toll calls from this phone.

SMOKING

Smoking is not allowed anywhere within the Ag Challenge facilities. Designated smoking areas are signposted.

WORKSHOPS / CLASSROOMS

Do not enter any workshop areas without permission by the relevant tutor.

VISITORS

All visitors must report to the main office or to the tutor in charge. This is a training environment and the facilities are for students only.

FIELD TRIPS

Field trips may be an important part of your learning. You will be given notice of up and coming events and you are expected to attend. If you are unable to do so please notify the programme co-ordinator.

Any necessary precautions to be taken on these visits will be advised prior to the date. You must take care to ensure your own safety at all times and must not compromise the safety of others whilst on class visits.

Transport will be provided for field trips undertaken out of the area – No private vehicles are to be used.

RESPECT FOR STAFF AND STUDENTS

Each student has the right to be treated with fairness and respect. Ag Challenge will not tolerate any form of sexual harassment or discrimination based on persons' religious beliefs, sex, cultures, disabilities, marital status or sexual orientation.

Any abusive, threatening language and/or behaviour or violence, will result in instant dismissal.

DRUGS AND ALCOHOL

Ag Challenge does tolerate any Drugs or Alcohol anywhere on site. If it is suspected that you may be under the influence of drugs or alcohol you will be asked to leave the premises, and you may also be stood down or even dismissed.

THEFT OR DAMAGE TO PROPERTY

Any theft or wilful damage of property belonging to Ag Challenge or to other persons will result in instant dismissal. ***Ag Challenge is not liable for any loss or damage to student's property.***

GANG COLOURS

Gang patches or gang colours are not tolerated and are not to be worn during Ag Challenge course hours.

TEC LITERACY AND NUMERACY FOR ADULTS ASSESSMENT TOOL

The TEC is the government funding organisation for all tertiary training. The TEC require that all tertiary students use their online assessment tool. At Ag Challenge this will be organised by your Tutor at regular intervals.

The assessment tool results are private and your tutor will discuss with you ways we can help improve your learning.

Individual results are combined into class groups and this information will be used by the TEC to judge the effectiveness of all tertiary training.

You have given Ag Challenge permission via your enrolment form to use these results to structure your learning.

STUDENT HEALTH & SAFETY

Safety of the individual is paramount. Ag Challenge is committed to ensuring that students and staff are safe from injury and potential health hazards. Health and Safety Policy/Notices are displayed and must be adhered to at all times.

Students and staff must work within the guidelines of the Health and Safety at Work Act. Required safety clothing and footwear must be worn at all times during practical sessions and safety equipment must be used.

If you have a health condition please advise when you enrol so staff are aware of your condition, and what measures, if any, are needed to help in case of emergency.

For the safety of staff and students security cameras are operating throughout the premises of Wanganui Veterinary Services.

WORKSHOP/CLASSROOM

To help avoid accidents the workshop must be kept tidy and no tools, materials or equipment should be left out of place. **All** students will be responsible for cleaning working areas and keeping the classroom tidy as directed by the Tutor at the end of each day.

PERSONAL RESPONSIBILITY

Students are expected to behave responsibly and avoid horseplay or any behaviour that could result in an accident.

PROTECTIVE CLOTHING, SOLVENTS & CHEMICALS

Always use the correct protective clothing or equipment for all tasks. Always find out whether there are any dangers to your health before you use any solvents or chemicals.

REPORT ACCIDENTS AND/OR NEAR-MISS INCIDENTS

You must report to your Tutor / Supervisor every hazard or safety problem that you notice **immediately**. If you witness an accident or a near-miss incident where someone could have been injured or harmed, you **must** report it immediately.

If you receive an injury you must report it immediately to your Tutor / Supervisor who will record it in the accident register.

If an injury is not reported on the day the injury occurs then it may affect your right to ACC compensation.

FIRST AID

There are first aid kits at each site and in each van. In the event of any emergency requiring an ambulance immediately inform the nearest Tutor and call 111 (remember to state the precise location and nature of the emergency).

If you're not sure, just ASK!

ELECTRICAL EQUIPMENT / HAND TOOLS

Always check leads and equipment before use. Use a transformer or an earth leakage circuit breaker (ELCB) and check it daily. Keep all tools in good condition. Use the right tools for the right job.

JEWELLERY AND HAIR HAZARDS

If an item of your jewellery is a hazard to health and safety, the Tutor has the right to ask the student to remove it. If the length or style of a student's hair poses a potential health and safety risk in the operation of machinery, the Tutor has the right to ask for hair to be tied back or put up under a hat.

DANGEROUS ITEMS

Items that are identified by a Tutor as being dangerous are forbidden to be taken by students to any training venue.

TRAINING AND SUPERVISION

If you are asked to carry out a task which requires you to use materials, equipment, or chemical substances, that you have not yet been trained in the safe use of them:

Do Not Proceed
If You Are Uncertain About Anything
ASK your Tutor or Supervisor!



FIRE EMERGENCY

You must familiarise yourself with the location of fire doors, fire exits and emergency evacuation routes, so that you know how to exit from any Ag Challenge sites in the event of an emergency.

All staff and students should know the location of the nearest fire alarm and how to use them.

In the event of an actual or suspected fire emergency:

1. Operate the nearest fire alarm.
2. Immediately leave the building by the closest evacuation route – do not run, follow the instructions of the tutors.
3. Assemble at the designated assembly point. (Each site will have its own assembly point. Make sure you know where it is!).
4. Do not leave the assembly point or re-enter the building until authorised to do so.

FIRE PRECAUTIONS

Emergency evacuation routes must remain tidy and free from obstacles. You must not place or store equipment so that it blocks exits or evacuation routes or immediate access to fire alarms, fire equipment or electrical switchgear.

FIRE PREVENTION

The value of routinely checking, cannot be overemphasised; electrical equipment, gas taps, etc. turned off, doors to rooms and staircases kept clear. **Smoking is only permitted in designated areas.**

EARTHQUAKE

In case of earthquake please move carefully to a safe part of the building, e.g. door frames, under desks or tables. Move away from large windows and glassed areas. Follow Wardens' instructions and if evacuation is required, move to the designated assembly point.

SAFETY RULES – A SUMMARY

Ag Challenge wishes to provide a safe working environment for staff, students and all visitors to these premises. Safe conduct means working with due consideration of your own safety and the safety of others AT ALL TIMES. All persons entering our buildings must adhere to the health and safety policies and procedures of Ag Challenge.

Make sure you:

- Carry out instructions properly; always follow the instruction of the tutor.
- Ask when you are in doubt.
- Rectify and report all hazards.
- Use correct tools and equipment.
- Keep the work place clean and tidy.
- Have all injuries, however small, properly attended to.
- Report accidents/near-miss incidents as soon as practicable using an injury/incident form which is in the Workplace Injury and Investigation Register kept in the main office.
- Do not distract others or indulge in horseplay.
- Wear or use the protective clothing and equipment provided.
- Obey all safety rules and signs.
- Equipment should be correctly stowed away at all times.
- Hygiene and cleanliness in the kitchen and toilet areas is a priority at all times.
- Be aware of the need for any safety measures, safety equipment and protective clothing at all times.
- Be aware of the need for special and specific safety requirements when visiting work experience sites.
- Cell phone, First Aid Kit (and fire extinguisher where applicable) must be on site or taken on field trips at all times.

STUDENT RESPONSIBILITIES

All students at Ag Challenge (whether on Ag Challenge premises or at an activity off campus), are expected and required to behave at all times in a reasonable and lawful manner.

All students are required:

- To observe all Ag Challenge health and safety rules.
- To treat all people, including Ag Challenge staff and students in a lawful manner and with respect and consideration. There will be no tolerance for the harassment of any person whilst on Ag Challenge premises or at an activity off campus.
- To attend Ag Challenge course activities and tuition without the influence of alcohol and/or illegal substances – Zero Tolerance.
- To take reasonable care not to damage or destroy resources and to use all those resources in accordance with Ag Challenge directions.
- Not to discriminate against any person in any way.
- To act in a manner that maintains the well-being of that student and all staff and students at Ag Challenge.
- To be responsible for your own learning. If you are not in class, you can't complete the course/units.
- Punctuality is paramount for the smooth operation of a class. Lateness is disruptive to the teaching session and disrespectful to other students.
- You will need to produce a medical certificate if you are sick for more than three days. If you are away for a tangi, family emergency or special circumstances you may be asked to provide proof.
- As per our contractual agreement with TEC and WINZ; **If a student is absent for a continued three week period, without an acceptable explanation or medical certificate, the result will be instant dismissal.**
- **Attendance is required and is reported to various government departments on a regular basis, unexplained or continued absences may result in any benefit/allowances you receive being cancelled.**

- If management feel that repeated absences are affecting your training, you may be dismissed from course.
- Students must adhere to hygiene requirements, along with responsibility for your own actions and self, due to issues around Zoonoses (diseases that people can catch from animals). Please inform the staff if you are pregnant or if you have any health conditions that we need to be aware of.



STUDENT DISCIPLINE & COMPLAINTS

DISCIPLINARY PROCEDURE

1. A verbal warning is issued to the student.
2. Issue 'Course Requirements Review' during meeting with the Tutor
3. A final warning is issued in writing to the student.
4. Dismissal from the course is the final step. You may be dismissed without prior warning in the case of a serious offence.

CHEATING/AUTHENTICISM/COPYING

Cheating in any form is completely unacceptable. Any student found to be cheating will have failed the assessment in question and will have to pay the fee for a re-sit assessment, if applicable.

Forms of cheating include:

1. Copying work from another student on the programme and submitting it as your own.
2. Using notes during a closed book exam.
3. Plagiarism - Copying work word-for-word from another source (internet, copying from a book, magazine article or a former student) and submitting it as your own.
4. Any student found to be helping another to cheat, e.g. passing on own work; will also have failed the assessment concerned.

Where an unsatisfactory situation arises, dismissal can be instant and at the discretion of Management, Academic Board and Director.



ANIMAL TECHNOLOGY PROGRAMMES RULES DELIVERED AT WANGANUI VET SERVICES

RISK EXPOSURE

The New Zealand Certificate in Animal Technology (L5) and Animal Care (L3), has many potential risks that students may be exposed to during their course of study. These risks are closely managed and the overall risk is minimal when applying the strategies identified below.

Risk	Description	Strategies to minimise risk
Lifting	Lifting of animals during work placement in a vet clinic and class handling sessions	Animals >20kg – 2 people to lift, trolley used when applicable Correct lifting technique taught
Bites/Scratches	Animal handling	Animals used during teaching sessions are assessed at low risk Students taught to recognise at risk behaviours in cats and dogs and appropriate approach, handling and restraint methods Current tetanus vaccination recommended
Radiation from x-ray equipment	Exposure during veterinary clinic placement	Persons under the age of 16 or those who are pregnant cannot assist with x-rays All veterinary clinics comply with the current legislation in relation to radiation in veterinary diagnosis Students taught correct procedures and safety protocols
Zoonoses (disease transferrable from animals to humans)	Any animal exposure e.g. ringworm, fleas, mange, toxoplasmosis, toxocara canis, leptospirosis etc	Students taught about zoonotic diseases and appropriate hygiene practices and risk factors
Computers	For study and in veterinary clinic placement	Computer desks set up correctly and correct seating
Sharp Instruments	Needles, scalpels, surgical instruments	Correct techniques for dealing with sharps taught Personal protective equipment worn
Gaseous anaesthetic	In veterinary clinics monitoring animals having surgery and refilling vaporiser	All veterinary clinics comply with Health and Safety legislation – scavenging systems and machine checks etc Any pregnant students will not be able to work with gaseous anaesthesia due to the risk to the unborn child

Risk	Description	Strategies to minimise risk
Chemical/drugs	All veterinary clinics have drugs which may cause illness, burns, cancer or affect unborn children	Health and Safety training is the first thing taught to all students Wearing personal protective equipment compulsory Students with allergies to penicillin or latex are advised to notify the tutor ASAP
Risk	Description	Strategies to minimise risk
Electricity	Risk is if electrical items are used near water	Students taught safety when working with electricity and correct use of the equipment
Fire	Risk anywhere	Students are shown and instructed in fire evacuation protocols
Gas cylinders	Oxygen, Nitrous oxide and compressed air can be in veterinary clinics Highly flammable	Students instructed in safe handling and cylinder strapped to anaesthetic machine or wall at all times
Mercury thermometers (glass)	If accidentally broken and then mercury is toxic and glass is broken	Mercury mops are used if breakage happens Students instructed on safe use of thermometers
Large Animals	Zoonosis or crush injuries	Students are taught large animal handling techniques They are supervised by veterinarians with any contact with large animals in the field during their placements

WORK EXPERIENCE & PLACEMENTS

The objective of work experience placements is to give students the opportunity to observe, learn, and be part of the different aspects of Veterinary Nursing and Animal Care.

Work experience placements are a **compulsory** component of the Animal Technology programmes. Attendance must be at a minimum of 80% in order to fulfil practical components/logbooks and complete the required hours for your programme.

Absenteeism will not be tolerated and will be treated the same as absence from an exam. A medical certificate must be produced if absent from a work placement. Students must inform the placement and their tutor of their absence immediately.

Professional Behaviour:

Course scrubs and Student I.D. Badge are expected to be worn at all times. Appropriate covered in toe footwear must also be worn. **You will be sent home if you turn up inappropriately dressed.**

When on any work placement you are required to exhibit professional courtesy to all staff at all times. No bad language will be tolerated. All workplaces are smokefree.

Students are cautioned against making statements in the presence of owners/clients that could be interpreted as a diagnosis, a criticism of the animal's condition or the person treating the animal. Students must **NOT** give advice on treatments unless specifically instructed to do so by the Veterinarian in charge of the case. Please remember that you are unqualified at this stage.

Confidentiality:

The importance of confidentiality cannot be stressed enough and students must respect client confidentiality at all times. The Veterinary/client relationship is a confidential one and considerable discretion must be exercised.

Vet Nursing Assistant Placements:

Practical placements will be Wednesday (Term 1 and 2) and Wednesday and Thursday (Term 3). Start and finishing times depend on placement venue. This is compulsory and attendance must be at a minimum of 80% to fulfil practical components/logbooks and complete required hours for the qualification.

To meet course requirements, it is necessary for students to undertake **two full weeks** of practical work at a **veterinary clinic** other than Wanganui Veterinary Services or Vets on Carlton. This is to be completed during the holiday breaks between term 3 and 4 and then another week on term 4. Your tutor will assist in the organisation of these placements.

Rural Animal Technology Placements:

You are required to completed **SEVEN** weeks of practical placements over the length of your course. These will be organised by your tutor.

Animal Care Placements:

Practical placements will be Thursday mornings. Start and finishing times depend on placement venue. This is compulsory and attendance must be at a minimum of 80% to fulfil practical components/logbooks and complete required hours for the qualification.

EMERGENCY PROCEDURES at Wanganui Vet Services

Fire:

Situated outside the teaching room double doors is an emergency plan in case of fire. These plans are positioned throughout the building and have specific instructions for the areas they are in.

Please read and familiarise yourself with the instructions when working in various areas of the building. Also situated throughout the building are fire alarms and extinguishers. Please take note of their whereabouts.

Building Evacuation:

The assembly point for any evacuation is the large Wanganui Veterinary Services (WVS) sign on Somme Parade. Wardens are identified by their fluorescent vests. Please take note of all instructions given by these people. Please do not leave the assembly area until you have been accounted for and have direction to do so.

Earthquake:

In case of earthquake please move carefully to a safe part of the building, eg door frames, under desks or tables. Move away from large windows and glassed areas. Follow warden's instructions and use WVS sign as assembly point.

COMPLAINTS PROCEDURE FOR STUDENTS

1. If a student wants clarification on any matter, or to discuss a concern or make a complaint, the first step is to approach their Tutor or the Management.
2. If the complaint is verbal, the Tutor or the Management Team must document the complaint (this can be an email/diary note or can be written on the 'Student Complaint Form' on behalf of the student). If the Tutor or Management Team satisfies the concern or complaint then no further action is required. The outcome is written down and signed by both the student and the Tutor or Management.
3. If a student wishes to submit a written complaint, they will be required to complete a 'Student Complaint Form' which is available from the office. This form is given to the Management Team who will deal with the complaint in a sensitive and confidential manner.
4. The Management Team may need to discuss the issue with the person against who the complaint is being laid, in order to reach a resolution. This will be discussed with the student before proceeding.
5. The complaint can be dealt with formally or informally:
 - 5.1 **Informal Complaints** – are suitable for minor issues which can be resolved with the minimum of difficulty e.g. minor classroom irritations, resource difficulties. Resolution will be reached when the student expresses satisfaction with the outcome/decision reached by the Management Team. If the student does not accept the outcome, they can lodge an appeal - this now becomes a Formal Complaint which is recorded in the Complaints Register.



5.2 **Formal Complaints** – are suitable for more serious matters e.g. harassment, unsafe learning situation, unfairness etc... The Student Complaint Form is filled out and given to the Management. The Management Team can appoint an independent facilitator if required. The complaint is recorded in the Complaints Register and the Management Team/facilitator is charged with trying to bring about a satisfactory resolution and will also keep notes and assist follow-up. At the end of the process the Management Team/facilitator will produce an outcome statement which is signed by both the student and Management Team/facilitator.

- 6 If the student is not satisfied with the outcome, they can appeal the decision to the Quality Commission which has a complaints resolution service: <http://www.qualitycommission.co.nz/services.htm>
- 7 If a resolution is still not satisfactory, the final recourse is to the NZQA Student Complaints Process: <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>.



FINANCIAL ASSISTANCE

Domestic students studying in programmes at Level 2, Level 3 and above may be eligible for a student loan and/or allowance. It is recommended that students apply for loans and allowances immediately after acceptance onto the course.

To find out whether you can get your first year of tertiary education go to www.feesfree.govt.nz

For information regarding any financial assistance to which you may be entitled, you may also phone:

StudyLink
0800 88 99 00

All students receiving student loan and/or student allowance payments must notify StudyLink immediately of the withdrawal from a course.

Ag Challenge is obligated to inform StudyLink of a student's withdrawal from course/programme.



FEE PAYING POLICY & WITHDRAWAL/REFUND PROCEDURES

A completed enrolment declares that the student has read, fully understood and agrees to abide by the Fee Paying Policy and the Withdrawal and Refund Procedures of Ag Challenge.

All fees are to be paid to and held in Trust by Armstrong Barton, Barristers and Solicitors (the Trustee).

The following is Ag Challenge Limited's Fee Paying / Withdrawal / Refund Policy:

1. PURPOSE or STATEMENT

The setting of fees needs to follow any legislative and funding guidelines, and are not designed to be prohibitive to students accessing study. Ag Challenge has a system to award scholarships and these are considered upon application by the academic board that makes a recommendation to the Director with decisions made on a case by case basis.

Ag Challenge reviews and sets fees annually with a view that fees provide indication of value to learners of the courses and programmes of study we are offering. For all courses and programmes of study set out in the Investment Plan, fees will be determined by the Academic Board with a recommendation made to the Director for consideration, no later than 31 October each year.

Fees are to be advertised in all course or programme of study material. Upon enrolment students accept that in signing the declaration they agree to pay all fees associated with their enrolment.

All course or programme of study fees are payable prior to and fall due on the first day of attendance. It is preferable that students are to have made arrangements for payment of the fees requested in the letter of offer by the date of first attendance.

The students are to make these arrangements with Administration, they are designated to receive payments and assist in arranging approved payment options. We have EFTPOS available at the main office. PLEASE NOTE: for payments only, no cash withdrawal facility available.

All fees must be handled in line with Section 236A of the Education Act 1989 and the NZQA Student Fees Protection published guidelines.

Students will have 3 weeks from the first date of attendance to settle the balance owing before these are deemed as outstanding.

Administration will provide regular updates regarding student fee balances to the relevant Tutors to keep them up to date of any outstanding accounts.

All fees must be fully paid before awarding of any Certificates for course completion.

All students who enrol in a course or programme of study must pay the prescribed fees at enrolment unless agreement has been made to pay under an alternative arrangement

The agreed and approved payment methods are;

- a) Covered by a Student Loan once processed
- b) In full prior to or on the first day of course
 - i. On-Line Bank Deposit, with reference
 - ii. Cheque
 - iii. Cash
- c) In equal instalments (preferably by way of Bank Direct Debit)

Enrolled students who fail to pay outstanding fees or make alternative arrangements will be considered as a bad debtor and action will be taken accordingly. All bad debtors will be reviewed by the Director on a case by case basis. The Director is the only person who has authority to write off any bad debt.

Refund and Closure

Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989, and if:

- the course is of three months duration or more
- the withdrawal occurs up to the end of the eighth day after the start of a course.

The private training establishment (PTE) must refund an amount equal to the sum of the amount paid less a deduction of the lesser of:

- 10 percent of the total fees paid or
- \$500

Domestic students withdrawing from courses should refer to the PTE's policy below.

1. Ag Challenge operates an independent trust account and all fees are paid into this account. In the event of closure the unexpired portion of fees determined on a pro-rata basis relating to the time elapsed in the course is covered.
2. Ag Challenge will advise Armstrong Barton, Barristers and Solicitors, Whanganui, of amounts payable in the event of a closure. All practicable steps will be taken to ensure payment is made within 15 working days of course closure.

Students should attend any meetings arranged for students and they may consult the Qualifications Authority's website concerning course closure. Course closure events are instances that are outside of the student's control and can occur for various reasons such as but not limited to;

- Regulatory closure
- Insolvency of a PTE
- Withdrawal of accreditation or approval by NZQA

Withdrawal

Students are required as part of their enrolment to commit to regular attendance and/or produce evidence to support non attendance. If students are sick for more than 3 days a medical certificate will be required.

Students can have up to a maximum of two weeks exception from attending course with agreement from Ag Challenge, after two weeks however, the student will be withdrawn if not in attendance at the start of the third week.

A student will also be withdrawn if for various reasons continuous training is not taking place e.g. habitual absenteeism etc.

A student can voluntarily withdraw from a course or programme of study.

There are two situations where this could occur:

- i) A student identifies that they no longer wish to continue to study what they are enrolled in. They would then fill in the appropriate withdrawal form and hand to the administration department for actioning.
- ii) A student through non attendance and after being un-contactable meets the criteria above where not in attendance at the start of the third week they must be withdrawn. The administration department will fill in the appropriate withdrawal form and place on the students file.

Any student wishing to withdraw from a course or programme of study must in the first instance notify the programmes coordinator in writing using the appropriate form. This paperwork needs to state:

- The date they are giving notice
- The Final Day on which they will be attending
- The Reason for their withdrawal

Refunds associated with student withdrawal are to be reviewed by the Director on a case by case basis and only upon written application.

Students could be expelled immediately following a serious offence or as a result of a disciplinary process. In most cases, no refunds will be given in this instance.

2. APPLICABILITY

Fees are an organisation wide responsibility. Management, Staff, Stakeholders and students will all be affected by Fees.

3. RESPONSIBILITIES

The Director - or a person delegated with the authority by the Director - has the final responsibilities associated with Fees and Refunds. The Academic Board will make recommendations to the Director on the setting of Fees in relation to the courses or programmes of study proposed annually in the Investment Plan.



EXTERNAL REFERENCES

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Registration-and-accreditation/Student-Fee-Protection/student-fee-protection-policy.pdf>

<https://www.feesfree.govt.nz/>

<http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM185743.html>

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Registration-and-accreditation/Student-Fee-Protection/fee-refund-flow-chart.gif>



FREQUENTLY ASKED QUESTIONS

WHAT IS A UNIT STANDARD?

A unit standard specifies key skills and / or knowledge that learners must achieve to obtain a certain level of skill. These are packaged together to form qualifications. Each unit standard is worth a certain amount of credits, unit standards can contain a theory component, a practical component or both.

WHAT IS COURSE STRUCTURE?

Programmes are run throughout the year with students attending theory classes at Ag Challenge and practicing practical unit standard components on-site or at a work experience placement.

The course Tutors deliver theory assessments and oversees practical assessments in conjunction with the work experience sponsor on-site or on theory day.

The theory notes come in hand-out form and are a resource for future use. Different delivery methods are used and some classes involve guest speakers or field trips.

HOW DO I KEEP TRACK OF WHAT UNITS I HAVE COMPLETED?

Student progress is recorded in your Individual Education Plan (IEP) booklet. Please ask your Tutor if you would like to discuss your progress.



WHAT KIND OF ASSESSMENTS WILL I HAVE?

Many unit standards require you to complete a written assessment. Once you complete your assessment, your Tutor will mark your assessment.

Once 'competent' your assessment will be filed in your individual student file. If there is still some work to be done on the assessment where your answers need improvement, the assessment will be returned to you as 'not competent' and you will be given the opportunity to re-write or improve the answers that need more work.

If you feel that your work has been marked unfairly or incorrectly, you have the opportunity to appeal the assessment decision.

Follow the same process in the Complaints Procedure. You will have up to three months after the assessment to lodge your appeal.

If you ever feel that you are having difficulty writing your assessments, please discuss this with your tutor.

You are expected to complete your assessment in an honest and integral manner, any work found to be completed by a third party or showing evidence of copying or plagiarism (refer to page 20) will result in your assessments being returned as failed.

If you believe you qualify for special assistance (reader/writer) you should inform your tutor.

***THERE IS ALWAYS HELP AVAILABLE TO YOU
ALL YOU HAVE TO DO IS ASK!***

HELPFUL PAGES

This student handbook has been developed to help you keep track of important dates, holidays and any appointments you may have.

It is a good idea to get into the habit of writing just a few words about what you did each day – especially any practical tasks that you do.

Several practical unit standards require that you have completed a task two or three times before you can do the practical assessment. If you write down what you have done each day, you can refer to your diary to show a tutor that you are ready to do the practical assessment.

It is also a good idea to keep track of any hours you do on work experience, as this becomes evidence for your course and future employment.

Your handbook can be a valuable tool for tracking units you have earned, skills that you have used or learned and other information that is relevant to your training and student life.



USEFUL INFORMATION

If you have any worries or problems that are affecting you while on course these free services may be able to help.

Youth Services Trust: 348-9935

7 Park Place

Offers free health (including a doctor/nurse clinic, counselling etc..) and other youth support services.

WAM – Whanganui Accident and Medical Clinic: 349-0037

100 Heads Road (in the Emergency Department area at the Hospital)

Medical and Health care provider for anyone not registered with a Doctor.

Whanganui Learning Centre: 348-4950

232 Wicksteed Street

You can get free help with reading, writing and maths

The Women's Network: 345-6833

75 St Hill Street

Women can get help and advice here about many different problems and issues. Drop in anytime

C.L.A.W. Community Legal Advice Wanganui: 348-8288

72A Guyton Street

You can get free legal advice here about anything

You will need to make an appointment

Citizen's Advice Bureau: 345-0844

120 Guyton Street

For advice on tenancy issues, consumer advice, legal issues, contacts with other community groups etc.,

Wanganui Budget Advisory Services: 345-3746

183 Wicksteed Street

If you are having money problems these people can help you to manage your money – at no cost to you. You will need to make an appointment.

[illegible]

[illegible]

TŪ TAUTOKO TĀTOU

WHERE TO GO FOR SUPPORT



**SUICIDE CRISIS
HELPLINE**
For all ages | 24 / 7
0508 TAUTOKO
0508 828 865



KIDSLINE
For ages up to 18
24 / 7
0800 543 754



0800 WHAT'S UP
For ages 5 - 15
Mon - Fri | 1pm - 10pm
Sat & Sun | 3pm - 10pm
0800 942 8787



THE LOWDOWN
For all ages | 24 / 7
thelowdown.co.nz
TEXT 5626



YOUTHLINE
For all ages | 24 / 7
0800 376 633
TEXT 234



SAMARITANS
For all ages
24 / 7
0800 726 666

**DEPRESSION
HELPLINE**
For all ages | 24 / 7
0800 111 757
TEXT 4202

SKYLIGHT
For all ages
Mon - Fri | 9am - 5pm
0800 299 100

LIFELINE
For all ages | 24 / 7
0800 543 354

VICTIM SUPPORT
For all ages | 24 / 7
0800 842 846

HEALTHLINE
For all ages | 24 / 7
0800 611 116

**FAMILY SERVICES
DIRECTORY**
familyservices.govt.nz
0800 211 211

Tupoho Iwi
& Community
Social Services Trust



"Whakapumehia te mana o nga
tangata o te iwi o Whanganui"
"Honouring + Nurturing
Empowerment"

TUPOHO IWI & COMMUNITY SOCIAL SERVICES

Social work and counseling.
For all ages
Mon - Fri | 9am - 5pm
Contact Katarina Sheperd:
(06) 345 2042
64 Campbell St, Whanganui



SUPPORTING FAMILIES IN MENTAL HEALTH

Support, information, education,
advocacy and peer support groups.
For all ages Mon - Fri | 9am - 4.30pm
Contact Fiona Wakeling:
(06) 345 3301
210 Wicksteed St, Whanganui



TE ORANGANUI

Kaupapa Maori support services and
mental health.
For all ages
Mon - Fri | 9am - 5pm
Contact Sharon Crombie:
(06) 349 0007
57 Campbell St, Whanganui



YOUTH SERVICES TRUST

Support services for young people,
counseling, health nurse, youth workers.
For ages 10 - 24
Mon - Fri | 9am - 5pm
Contact Jean Benge:
(06) 348 9935
39 Drews Avenue, Whanganui



WHANGANUI HOSPITAL
(06) 348 1234

CRISIS MANAGEMENT TEAM
0800 653 358

WDHB MENTAL HEALTH SERVICE
(06) 348 1234

**INFANT, CHILD, ADOLESCENT MENTAL HEALTH &
ADDICTION SERVICES**
Mon - Fri | 8.30am - 5pm
(06) 348 1901 | 0800 653 358

For primary health treatment, preventive
care and health education please contact
your General Practice (GP) team

www.wrpho.org.nz

**If you believe you, or
someone you know,
may be in immediate danger,
please call**



KIA PIKI TE ORA

NGĀ TAI O TE AWA

142 Guyton St,
Whanganui 4500
06 348 9902



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